

# HCSS

HOME & COMMUNITY  
SUPPORT SERVICES  
GREY - BRUCE



## ANNUAL REPORT

APRIL 2021 - MARCH 2022

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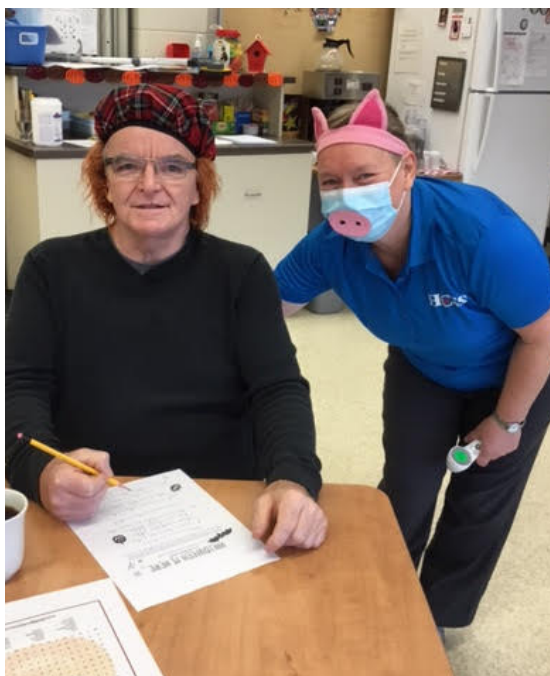
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# CHAIRPERSONS MESSAGE

Home & Community Support Service (HCSS) Grey Bruce has had a busy, challenging, and successful year with a focus on the mission and values of the organization. Our mission states, “Home and Community Support Services of Grey-Bruce is a team of caring staff and volunteers who provide community based services that support independence and enhance the quality of daily life for seniors, adults and their families”. In addition to our mission, words like ‘dedicated’, ‘going the extra mile’, ‘willing to change direction and focus in a blink of an eye’ are needed to describe the work of the staff and volunteers at HCSS over the past year. We are also thankful for the ongoing commitment of our donors during these challenging times.

Like, all organizations working with vulnerable populations, the Covid pandemic has influenced almost every action and decision we have made in the past year. On behalf of the Board, I would like to thank our staff and volunteers for their ongoing commitment to our clients and their needs. Despite working within the context of a pandemic, HCSS has made great strides in re-aligning services to provide maximum supports and services to our clients in every program we provide. Efficiencies in providing services, local food sources for our frozen meal program, innovative use of technology to provide support working to clients while working from home and scheduling to name a few.

Programs continue to grow towards normal capacity as we bring clients back to our Day Away locations and increase transportation services as public health directives allow. This work is being successfully lead by our new Executive Director Stephen Musehl. Stephen joined HCSS in the middle of the pandemic just over a year ago and within that year has been able to work with his leadership team to maximize and streamline our resources and create a new emphasis on fundraising.

The other context we continue to work within is the chronic shortage of PSWs across the health care system and the many years of insufficient funding for community care services. This will continue to put huge pressure on the shoulders of our staff and volunteers and our ability to provide services, especially as the needs in the community continue to grow.

This year, the board has supported the leadership team in advocacy efforts with local MPPs, Ontario Health and the Ministry of Health. Many of our community care support partners have done the same. We hope these efforts will see some positive results in the next year.

Looking forward to next year, HCSS is in the beginning stages of updating our strategic plan. The board is looking forward to this process and the refreshed focus for HCSS over the next few years.

Again, on behalf of the Board of Directors, I would like to thank Stephen, the staff, volunteers and donors for their ongoing work and support that so that HCSS can continue to provide services and supports that keep vulnerable people safe and in their homes as long as they want.

Rose Peacock

Chairperson - Board of Directors



# EXECUTIVE DIRECTORS REPORT

What a year it was. Certainly, there will be a lot remembered for continuing to work in the pandemic year. Adjusting almost weekly to different rules, restrictions, variants, and best practices. I first want to acknowledge the staff and volunteers. From our front line to back office, leadership volunteer core, our programs were able to continue because of the passion, hard work, and dedication of everyone to continue to support our clients as safe and effectively as possible. To say everybody went above and beyond in their daily duties would be an understatement. We continued throughout the year to safely expand our programs and services, showing year over year growth in every program, many of them significant increases.

We continued to support the needs of our community by adding new programs and supports that are much needed during this time. While pilot funding for our Community Support Services (CSS) bundled program ended, our results were so amazing (40% reduction in readmittance to hospital) that, South Bruce Grey Health Centre continued to fund this partnership for the rest of fiscal 2022 while we awaited base funded. We further expanded this with partnerships with Brockton and area Family Health Team and Bruce and Grey Community Paramedicine to strengthen the program further. An innovative approach to supporting our community throughout their journey.

We also supported Home & Community Care Support Services (HCCSS) in their challenges with Health Human Resources Shortage by providing transportation to nursing clinics for clients who were unable to get home-care nursing and had a barrier to transportation. Kudos to our Transportation and bundled care teams for taking on these new challenges during such a challenging time.

This year HCSS Grey-Bruce was also able to fully launch our community development and philanthropy program with a new hire in Rachel Taylor. Rachel has supported our team to achieve record donations and grants and revamp our programs that were in need of equipment upgrades. Through generous community donations, HCSS was also able to implement a Grey-Bruce-wide subsidy for people who were struggling to afford food. We hope this will help many of our seniors and clients with disabilities eat healthy and often when otherwise they could not. Helping the most vulnerable with food security is a great accomplishment for HCSS.

The upcoming year looks full of challenges and opportunities. Inflationary pressures are hitting food and gas prices the hardest, challenging all our program's budgets. Over a decade of no or little funding increases has been a challenge to support our staff, volunteers, and continued program excellence. We also have large waitlists for many of our programs. However, there seems to be a push that now more than ever, community health is essential in the health system's wellbeing, and I feel there will be great opportunities with all our Grey Bruce partners to find new, effective, and efficient ways to support our clients to live well in their homes and communities.

From a personal note, my first full year as Executive Director at HCSS is now in the books and I want to thank the Board, my Colleagues, Coworkers, and Volunteers for welcoming me back with open arms. I know we are going to continue to do great things together for the community of Grey-Bruce!

Stephen Musehl  
Executive Director





# PROGRAM UPDATES

A year of change, challenge and champions. Have we weathered the COVID storm? It will be nice to have a good summer this year and hopefully we will see restrictions continue to wane over the coming months. Our staff have been champions in assisting our clients and their families through the last two years and it will be nice to be able to offer more service in the future as we reopen Ontario. Over the past year, my role has changed to take on more responsibility for the many programs we support at HCSS. A large learning curve but an adventure at the same time. It has been great to get a big picture of how all the programs/services tie together and are interconnected. I am now able to better support all our staff working in the services sector of HCSS. A big thank goes out to my trio of Team Leaders, I could not have asked for a better team to work with. Below are reports that they have prepared for their areas of expertise.

Jo-Anne Cook  
Director of Programs

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## TRANSPORTATION

It has been a busy, yet exciting year in transportation. We are slowly rebuilding from the pandemic and are looking forward to getting back to pre-covid activities. Currently, the Transportation group consists of a Team Lead and assistant, 2 schedulers, 8 paid drivers, and 54 amazing volunteers. With this group, we continue to provide service for Home at Last (HAL), transportation to Day Away, and our usual Medical & Non-Medical transportation. Additionally, the new Bundled Care Clients which like HAL supports those being discharged from hospital and Clinic rides supporting those who currently can't get home care due to nursing shortages.

It has been nice to start our charter rides again for Grey-Bruce Long-Term Care Facilities, as we know how much the residents enjoy these outings.

We continue to face challenges with rising gas prices, a lower volume of volunteers (we lost approximately 100 in last two years), an increase in requests for rides, and a resurgence in new and existing programs.

On a positive note, the rides we've been able to provide have doubled from the past year and our team continues to benefit from the gratification of providing services for those in the community who continue to endure life-impacting situations.

Cathy Stoddart  
Team Leader - Transportation



## DAY AWAY

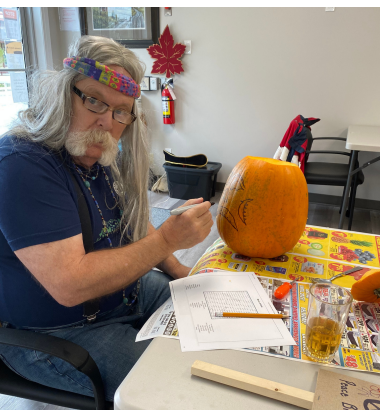
Many exciting things have been happening in the Day Away & Overnight Respite programs over the past year. With the tremendous generosity of the James Goreski Family Foundation, we have been able to revitalize our Day Away/Overnight Respite spaces with new appliances, program equipment, HEPA air purifiers, reclining lift chairs made of medical-grade materials, commercial dishwashers, and more. With continued support from the community and our partners, we look forward to working towards refreshing the outdoor areas of these spaces in the coming year.

We have been able to successfully continue to provide Overnight Respite coverage in both Hanover and Owen Sound. Our participation numbers for both the Day Away and Overnight Respite program have fluctuated during the year due to new Covid variants, restrictions on and off, etc but we have persevered and provided service to many clients across our region. We aim to continue to increase the number of participants in these programs over the next year.

Bethany Green

Team Leader - Day Away & Overnight Respite

## OVERNIGHT RESPITE





## HOUSEKEEPING

This year the demand for housekeeping assistance has continued to increase by almost 50% year over year. This resulted in an increase of 4,000 more visits than there had been in the previous year. Our wonderful team of dedicated housekeeping staff have continued to be flexible, patient and persist as pandemic mandates continued to evolve throughout the year. In the coming year we look forward to being able to continue to safely reduce restrictions and we are hopeful that we will be able to increase staffing in this program so housekeeping services will be more readily available.

Colleen Benninger

Team Leader - Central Intake, Housekeeping & Meals on Wheels



## MEALS ON WHEELS

Food insecurity continued to be a struggle for many across Grey-Bruce this year. The Meals on Wheels program continued to increase its service levels to help those who were struggling with obtaining healthy and affordable meals.

We were very grateful to our friends at The United Way, Grey County & Bruce County for assisting us with \$30,000 in funding for subsidized meals for those struggling financially.

Most notably the Meals on Wheels Department made an exciting change to our frozen meal program. In partnership with The Light House Restaurant in Southampton we brought the production of our frozen meals to Grey Bruce. This change keeps funds being spent in our area, supports a local business, and creates additional local employment opportunities. This change has also made it possible for frozen meals to be delivered biweekly rather than monthly which is more effective for those with limited access to freezer space.

We are so thankful to all of our local Meals on Wheels partners and our large team of Meals on Wheels delivery volunteers.

Colleen Benninger

Team Leader - Central Intake, Housekeeping & Meals on Wheels







## FRIENDLY VISITING

This year the friendly visiting program continued with only telephone call visits. We are looking forward to the coming year as this program is going to flourish with the reintroduction of more lenient restrictions. We are looking forward to offering in-person visits again to our lonely and isolated seniors, it has been a long time and very difficult on everyone. We are currently working hard creating policies and procedures around this reopening to make sure that everyone continues to stay safe and comfortable. We are hoping to launch in-person visiting again by July 2022.

Our Adopt-a-Grandparent pen pal program which pairs students with seniors in monthly letter writing continues to go strong, and many pairs have continued their relationships into a second year! We feel very happy to have been able to offer this program while in-person visits were not allowed, and we are looking forward to how our Friendly Visiting Program evolves over the next year!

Carolyn Laitinen

Director of Finance & Community Development

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## VOLUNTEERING

Since 2020, we have had enormous amounts of pressure on our volunteers. The pressure of overcoming fear. The pressure of following government and agency mandates, navigating lockdowns, all while trying to look after their own families and personal wellbeing. We couldn't be more appreciative and thankful for the volunteers that make up the foundation of HCSS, as we completely depend on them for the fulfillment of many of our programs. We are looking forward to more limited mandates as we move into the next year, allowing for more successful recruitment and retention of volunteers. The limited mandates also allow us to reintroduce the social aspect of our volunteer's duties, that many of our volunteers cherish most about their roles, which is bringing back volunteers who were on hold during COVID and starting to build our base back up again.

With support from an Ontario Seniors Community grant we successfully hosted a virtual "Lunch-and-Learn" back in March, to introduce community members to volunteer opportunities at HCSS, and I'm happy to report that we gained a number of new volunteers through this initiative.

Carolyn Laitinen

Director of Finance & Community Development



Thank you to the Ontario  
Seniors Community Grant

# CENTRAL INTAKE

Central Intake was able to partner with the Kincardine, Walkerton, Chesley and Durham hospitals to be able to provide Bundled Care services to patients being discharged. By providing this additional community service it has reduced hospital stays and readmissions. In addition to the Bundled Care Service we were also able to refer clients to Paramedicine (as needed) and a nurse practitioner (if they do not have a primary care provider) who can take on their care during the 6 week Bundled Care period. We are very hopeful that we will be able to get ongoing base funding for this and open this program up to all Grey Bruce hospitals.

Colleen Benninger

Team Leader - Central Intake, Housekeeping & Meals on Wheels

## BUNDLED CARE

- assisted care planning
- support from Home At Last (HAL) to get settled in at home after discharge
- 6 weekly check in calls
- 2 weeks of Meals on Wheels
- 2 Transportation rides
- 3 hours of Housekeeping

# FINANCE DEPARTMENT

This year, HCSS implemented a new health and information data management software system. As fiscal 2021 came to a close, we were able to finally launch and transition over to our new system. The changeover to the new software system came with many challenges and considerations, but the staff involved have worked tirelessly to try and make this shift as seamless as possible. We are so thankful to them for all their hard work and dedication!

As we move into the next year the Finance team is working diligently to embrace our new software system and look for ways to streamline our processes even more. We are looking forward to uncovering and utilizing efficiencies the new software offers during fiscal 2022. We have completed our first billing in the new software and have already fixed and modified minor glitches to allow for a better client and employee experience. A big thank you to the Finance team for their hard work during a very busy transition, and time!

Carolyn Laitinen

Director of Finance & Community Development



# FINANCIAL REPORT

## Statement of Financial Position as at March 31st, 2022

Figures taken from fiscal 2022 audited financials.

	2021	2022
<b>ASSETS</b>		
<b>Current</b>	1,033,774	1,411,884
Cash	237,309	310,613
Accounts Receivable & prepaid Expenses	1,271,083	1,722,497
<b>Capital</b>		
Property and Equipment (net)	704,852	942,130
	<u>1,975,935</u>	<u>2,664,627</u>
<b>LIABILITIES &amp; FUND BALANCES</b>		
Accounts Payable & Deferred Revenue	892,005	1,292,561
Deferred Contributions for Capital Assets	666,986	906,776
Invested in Capital Assets	66,606	64,094
Reserve Fund	350,338	401,196
	<u>1,975,935</u>	<u>2,664,627</u>

## Statement of Operations for the year ended March 31st, 2022

Figures taken from fiscal 2022 audited financials.

	2021	2022
<b>REVENUES</b>		
LHIN/MOHLTC Funding	4,100,987	4,100,987
LHIN/MOHLTC One Time Funding	165,454	375,306
Client Fees	748,853	1,005,644
Other Income	296,671	306,911
	<u>5,311,965</u>	<u>5,788,848</u>
<b>EXPENSES</b>		
Building Occupancy	383,178	413,424
Food Purchases	533,311	542,539
Travel	221,517	418,053
Wages	3,106,957	3,386,916
Other Expenses	725,174	915,273
Amortization Net	10,467	2,511
	<u>4,980,604</u>	<u>5,678,716</u>
Recovery by LHIN	341,828	112,643
	<u>(10,467)</u>	<u>(2,511)</u>
<b>SURPLUS (DEFICIT) = net amortization</b>		



# COMMUNITY ENGAGEMENT & PHILANTHROPY

In September of 2021 I joined the team at HCSS Grey-Bruce in the new role of Community Development & Philanthropy Coordinator. I began by getting to know the ins-and-outs of all of our programs, getting to know staff, volunteers and better understanding the needs of our clients, their families, and caregivers.

While it was clear very quickly the need for fundraising to help meet the needs of our community it also quickly became very clear to me that awareness for the organization was not where it needed to be. For fundraising efforts to be fruitful there must be community awareness for the organization and its good work. With there never being a fundraising role in the past there was a general misunderstanding that the organization was perhaps fully funded by the government which is not the case.

While some community fundraising was done during this year including our first holiday donation campaign there was a greater emphasis put on applying for granting opportunities and getting out into the community to build awareness and brand recognition.

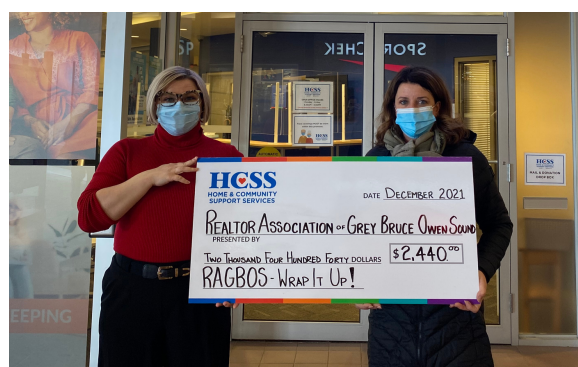
We were delighted with the generous support we received from the James Goreski Family Foundation, the Southampton Rotary Club, Community Foundation Grey Bruce, the United Way, both Grey & Bruce counties, and an Ontario Seniors Community grant.

While community engagement was still difficult with pandemic restrictions in place we were able to get out in the community attending an Owen Sound Attack game, participating in a few area Santa Clause Parades and running a holiday gift wrapping stations with our friends from the Realtors Association of Grey Bruce Owen Sound (RAGBOS).

Looking forward to next year I'm excited to be able to attend more community events, raise community awareness for HCSS Grey-Bruce, build new community partnerships, launch our first annual Kindness Makes Cents community awareness and fundraising campaign, and continue to develop our fundraising program highlighting the importance of memorial, monthly and legacy giving.

Rachel Taylor

Community Development & Philanthropy Coordinator



# COMMUNITY PARTNERS

At Home & Community Support Services Grey-Bruce we believe that people working in partnership with a collaborative spirit is the best method for providing a social support system of services. We are tremendously grateful to our many community partners whom support our programs and services in a variety of different ways.

**THANK YOU TO ALL OF OUR COMMUNITY PARTNERS!**



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## LOCAL MEALS ON WHEELS PARTNERS

The Bruce - Kincardine

The Lighthouse Restaurant - Southampton

Bear Tracks Inn & Restaurant - Lion's Head

Princess Hotel - Tobermory

Sail Restaurant & Catering - Meaford & Owen Sound

Kim's Place Restaurant - Markdale

Harley's Pub & Perk - Mildmay

Country Corner Eatery - Durham

Boomer's Cozy Restaurant - Teeswater

## *Community Donations at Work!*

Leading Community Support Services to keep people living safely in their homes and communities.



More than  
**2,500**  
clients from across the  
counties of Grey & Bruce



More than  
**50,000**  
rides to Grey & Bruce  
seniors and disabled adults

More than  
**75,000**  
meals delivered through  
Meals on Wheels



**15,000**  
hours of housekeeping  
support



More than  
**100**  
clients receive nearly  
**1,800**  
friendly visits and  
phone calls

Nearly  
**500**  
nights of respite support  
for care givers



More than  
**150,000**  
hours of support through  
Day Away program



new clients assessment  
completed each year

Support provided by  
more than  
**115**  
skilled and caring staff members



**100,000**  
volunteer hours donated  
valued at over  
**\$1.4 M**