

HCSS

HOME & COMMUNITY
SUPPORT SERVICES
GREY - BRUCE



ANNUAL REPORT

APRIL 2022 - MARCH 2023

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CHAIRPERSONS MESSAGE

Home and Community Support Services Grey Bruce (HCSS) has had another year of changing and adapting in response to the Covid pandemic. The good news is that we are now at a point where we have created an environment that keeps our clients, volunteers and staff safe from Covid and other potential health challenges in the future. We have learned a lot about health and safety during these past couple of years and I think we are stronger for it.

Programs have begun to safely increase the number of clients they can accept as Covid restrictions are relaxed. We are seeing volunteers returning to support our work and new people interested in becoming volunteers for the first time.

The challenges we are facing now as programming increasing are two-fold: limited qualified people to hire and the huge impact inflation is having on our services. Fuel and food costs are major expenses for us and just keep rising. In addition, our funding has not kept pace with inflation or salary increases needed to attract and maintain staff. These are challenges we will face in the upcoming year as well.

The good news is that the management, staff and volunteers at HCSS continue to find innovative ways to maximize the use of the resources we have and redesign programs to maximize the number of people we can help. HCSS is fortunate to have staff and volunteers that have remained committed to the organization through the last few challenging years.

Our emphasis on increasing our donor numbers and finding new sources of income this past year has seen some great success including engagement with corporate donors and volunteers, successful grant applications and the ongoing and increasing support from individual donors. Some of our most generous donors are also volunteers. Over \$32,000 of donations in the past year have come from volunteer drivers returning their mileage allowances to HCSS in the form of a donation. This is an incredible commitment to the organization. On behalf of the Board of Directors, I would like to thank all donors for their generosity over the past year.

An exciting accomplishment this past year has been the creation of a new strategic plan. Staff, management, and volunteers have worked together to develop our new 4 year plan. We have updated our Vision, Mission and Values to reflect the changing and important role HCSS has in the care and support of people in Grey Bruce who access our services. Our Vision is, "People living well at home" and the Mission is, "Uniting a caring community that supports people to live with dignity".

The strategic plan aligns with this Vision and Mission with 3 pillars that we will focus on:

- Engaging our community and partners
- Maximizing our resources through innovation and high quality programs
- Supporting our people

I think, as you read through the rest of this document you will see that the actions and accomplishments of the past year already reflect our refreshed direction.

Another important role of the Board of Directors this past year has been to keep up to date and participate in activities that support the evolution of the Grey Bruce Ontario Health Team (OHT). OHTs were mandated a few years ago by the Ministry of Health to improve collaboration and innovation between local health care providers to strengthen local services, making it easier for patients to navigate the system and transition between providers. HCSS is well represented in the planning of the OHT to ensure that needs of our clients are seen as an important part of the plan. We look forward to seeing how this concept will evolve and improve their care and support.

In closing, I would again, on behalf of the Board of Directors, like to say thank you to all the staff, volunteers and donors for their contributions to providing the best services we can to our clients.



Rose Peacock
Chairperson - Board of Directors

EXECUTIVE DIRECTORS REPORT

It's hard to believe another year has passed by so quickly. HCSS Grey Bruce continues to be as busy as ever and continues to adapt to what seems like daily changes in the healthcare system.

We are very excited to launch our strategic plan that will guide us over the next 4 years. We will focus on the things that make HCSS such a strong organization—providing high quality programs; embracing innovation to ensure programs are efficient, effective and client friendly; strengthening and developing our many partnerships; and supporting our staff and volunteers - giving our amazing team the tools and resources they need to continue delivering the programs they excel at.

It has been another year of growth towards pre-covid norms for our programs. Our Day Program and Transportation numbers have almost doubled; Additionally, we have seen a large increase in our Overnight Respite, despite staffing challenges in that program.

We have been able to expand to new programs such as LEGHO – a hospital discharge and ER avoidance program in partnership with other Community Services. This resulted in both a reduction in readmittance by 40% and ER visits by 9%. It allowed us to expand our partnerships with primary care, community paramedicine and hospital partners, bringing us closer as a healthcare team. We also added 3 days of Adult Day Program across Grey Bruce to help support clients and caregivers.

HCSS Grey Bruce continues to be busy in several initiatives – taking on leadership roles on the Ontario Health Team and Regional Community Support Services network, revamping our IT systems, achieving a record amount of grants, launching fundraising initiatives and more.

Thanks to our amazing donors, corporate partners and not for profit partners, we have hit another milestone in being able to provide our services to those who otherwise could not afford them. HCSS Grey Bruce now has subsidy available for ALL of our programs. While we still have work to do to ensure this is sustainable, this will ensure our programs and services remain equitable and attainable to all. Thank you to our Donors.

Our volunteers continue to amaze us. While many other agencies are seeing continued reductions in volunteerism, we are seeing increases, and hope to get back to pre-covid volunteer numbers in the coming years. Thousands of meals delivered, hours in Day Program, thousands of local and long-distance rides given (and often lend a listening ear too)– all through extra pandemic rules and regulations. Our volunteers are integral to our services remaining strong for 30 years. We look forward to working with them to ensure our neighbours and communities can remain strong. Thank you to our volunteers.

Our staff also continue to persevere. Through expansion of services, increased community need, caregiver strain and client complexity, complex covid rules, and increased illness; our staff continue to run their programs and provide support to those who need it most. They are going above and beyond everyday. We know the key to a strong healthcare system is keeping people living well in their homes and communities, and we look forward to continuing to play a key role in supporting our communities. Thank you to our staff.

I am very excited for the future of HCSS Grey Bruce, and the opportunities we have to support Grey Bruce. To support caregivers, who feel like they have less support than ever before. To support clients with complex medical needs – including Dementia, cancer, COPD, Parkinson's, Stroke recovery, heart disease and more life altering situations. To support our partners in delivering their programs. I could go on and on about our amazing work but will end by looking to our Mission and Vision - that our amazing team will continue to unite our caring communities and support people living well in their homes.



Stephen Musehl
Executive Director

PROGRAM UPDATES

Another year has passed, and we are so happy that the pandemic protocols are decreasing, and programs are starting to ramp up with the goal of reaching capacity. Although we have seen some major changes in the needs of the clients we are serving, our dedicated staff are all happy to be back to regular services.

Staffing has been a challenge this year with a lack of qualified staff applying for positions in Health Care. We have seen a large number of Health Care workers leave the field in the past year. However, in the past few months, we have hired some wonderful staff to fill some of our vacancies.

As we prepare for summer, I am pleased to announce that our new fence will soon be installed at the Shoreline Day Away program in Port Elgin and we are looking at options to create a nice, serene atmosphere with patio furniture and plants. I am sure that our Shoreline clients will enjoy the summer while outdoors sitting in a nice comfortable space.

Please see the following reports from the three Team Leaders on my team. They have been exceptionally busy ramping up services and supporting staff. I am very proud of their abilities to accomplish their individual goals while working in challenging times. Great work ladies!

Jo-Anne Cook
Director of Programs



TRANSPORTATION

We have had a very exciting and busy start to this year in the transportation department. Our team has expanded over the last year in almost every area, and now consists of a Team Lead, Team Assistant, 4 Schedulers, 10 Paid Drivers and 77 Outstanding Volunteers. We now have 10 All-Accessible Agency Vehicles and have also purchased a new Hyundai Sante-Fe Hybrid that you will see out on the road very soon.

The Group continues to service Medical and Non-Medical needs, Day Away Transportation to and from Program, the LEGHO (Let's Go Home) Program as well as transportation to clinics to help support clients from visiting the emergency department or/and hospital admissions. We fulfill requests from Long-Term Facilities getting residents to and from medical appointments using our Agency Vehicles. As well we offer group outings better known as our "Charters" which are a remarkable success.

Once again, this year our volume increased as we successfully accommodated 26,701 rides! This is very rewarding for our Schedulers and Drivers knowing how important the need for transportation is for our residents of Grey and Bruce. Our goal is to continue to find sufficient & easy ways to support the number of rides we are seeing, utilize all strategies to continue to grow and build strength in the transportation areas.

Cathy Stoddart
Team Leader - Transportation



MEALS ON WHEELS

This year our Frozen Meals on Wheels program celebrated its 1-year partnership with The Lighthouse restaurant. Clients are enjoying their meals, and several clients are taking advantage of the 2 deliveries a month. We have also been able to add some breakfast items to our Frozen Meal menu.

HCSS is working towards more environmentally friendly practices. We will start to use reusable, insulated bags for all our frozen meals instead of plastic bags this summer we look forward to utilizing the transportation departments new hybrid vehicle which we will be receiving soon. The vehicle will be available to volunteers to use to deliver meals, which will decrease emissions and mileage costs.

Finally, we were pleased to welcome back March for Meals this spring. We invited all municipal leaders from across Grey & Bruce to participate by riding along with a volunteer during their hot or frozen meal delivery shift. This gave our local leaders an opportunity to learn more about all of HCSS's programs, see first hand the need in their community, and better understand how we are working to address the need with the help of our team of staff and volunteers.


Colleen Benninger

Team Leader - Central Intake, Housekeeping & Meals on Wheels



THANK YOU!

To all of the Municipal Leaders and Volunteers
across Grey & Bruce who supported
MARCH FOR MEALS 2023!







HOUSEKEEPING

We have worked hard over the last year to reduce our waitlists in Housekeeping. We are hopeful that we will be able to increase staffing in this program so housekeeping services will be more readily available. Our Housekeeping staff have been given access to Gold Care mobility (cell phones). This allows them to have their client information and schedules at their fingertips. It also allows them to be able to change appointment dates and times, confirm when they are at their clients' homes and do in-home assessments right in the system. Although it has been a big learning curve for all of us, we are getting onto the devices and the program is working well.



Colleen Benninger

Team Leader - Central Intake, Housekeeping & Meals on Wheels



FRIENDLY VISITING

Friendly Visiting has survived many of the challenges that COVID brought by developing the Adopt-A-Grandparent (AAG) program. This program has been very successful, so much so that after surveying our participating school, AAG is still in motion because of its high demand. Students and Seniors alike benefit in so many ways by writing their letters once a month.

As of November 2022, we have welcomed in-home visits again to our Friendly Visiting program. It is a joy to resume bringing together encouraging volunteers with clients who long for a weekly or monthly visit. Our client's interests dictate how the visit will look. Some like to sit and chat, while others enjoy a short walk in their neighborhood. The difference a friendly visit can make is transformative. Clients and volunteers have reported feeling happier, they have a sense of purpose, they have the opportunity to become more active socially and physically, which all helps work towards creating a lasting positive impact in our communities. We continue to build on the foundation that being together makes all the difference!

We are working on recruiting more volunteers that live in close proximity to our waiting clients, as in-person visit requests are soaring. It's been a wonderful end to fiscal 2022 for the Friendly Visiting Department, and we have some exciting news coming for our plans in fiscal 2023. Thanks to all staff and volunteers for their commitment to this vital community program.



Carolyn Laitinen

Director of Finance & Community Development



DAY AWAY & OVERNIGHT RESPITE



It's been an exciting and rewarding year for HCSS Day Away and Overnight Respite Programs. Over the past year, we have been working hard to return to a new "normal". Our Program numbers have increased significantly, and we have excitedly brought volunteers and entertainment back into our space. It has been so nice to reunite with our past volunteers and to welcome new faces to our volunteer team. We can now play cards and games together; we can visit without social distancing. To see the Day Away Programs, look (almost!) like they used to look has been a relief for all of us.

In the 2022-2023 fiscal year our service units for Day Away have almost doubled compared to the previous fiscal year. We provided Day Away to 467 clients, and we brought in 304 new clients. All together - 12,398 service days were provided to our Day Away clients and their caregivers.

Overnight Respite was a success as well. We were able to provide 389 service days to 56 clients in the 2022-2023 fiscal year. I'd like to thank my exceptional staff for all of the hard work they have done this year to put our programs back together.

We were so excited to be the receivers of generous grants this year from Community Foundation Grey Bruce. With their support through a \$20,000 capital grant, we were able to replace the damaged fence around the garden space at the Owen Sound Day Away site and create a new outdoor space at our Shoreline Day Away space in Port Elgin.

Additionally, through the support of the spring Community Grants stream, we received \$2,850 from Community Foundation Grey Bruce for the purchase of various supplies and items to support day away activities. This included a number of robotic pets, bowling, hockey, exercise balls, craft supplies, stroke recovery activities, and more.

Bethany Green

Team Leader - Day Away & Overnight Respite

Special Thanks to Community Foundation Grey Bruce for their continued support of our programs and the clients and families they serve.



COMMUNITY
FOUNDATION
GREY BRUCE

We're here for good.



CENTRAL INTAKE

Central Intake continues to be very busy, averaging over 300 calls a month. Lots of work has been done to standardize the referral process from our partnering agencies. Every time an intake is completed, the client will receive a welcome package. This package includes information about the service(s) they registered for, information on all services offered through Central Intake and an HCSS magnet with our contact information.

LEGHO - LET'S GO HOME

This year we have been given base funding to continue with LEGHO (Let's Go Home), formerly our Bundled Care program. This program is now being offered region wide. This has been a valuable service to many. Due to the number of referrals each month we were able to bring on another Intake Coordinator and Care Planner.

This program helps support frail elderly or adults who have been admitted to hospital by providing them with extra support services when they go home. This helps to decrease the emergency department visits or readmissions. Eligible clients are supported by a Care Planner who completes check-ins for approximately 6 weeks.

Clients can also have support from HAL (Home at Last provided by VON) to give them a ride home and provide some PSW supports for a few hours when they return home. Additionally, 2 weeks of Meals on Wheels, 2 Transportation rides and 3 hours of Housekeeping are provided for the client. We are also able to refer a client to Paramedicine if needed and a Nurse Practitioner (if they do not have a primary care provider) who will take on their care for a 6-week period.

Colleen Benninger

Team Leader - Central Intake, Housekeeping & Meals on Wheels



FINANCE DEPARTMENT

The Finance Department has had a very busy and productive year! We have been diligently working towards reducing our environmental impact, creating cost efficiencies, and streamlining our client and vendor payment experience through electronic options.

Throughout this fiscal year, we have run two initiatives to move our clients to electronic billing and/or pre-authorized payments. We are proud to say that both initiatives were successful with reducing paper statements, and our ask to our vendors to move to direct deposit was also very successful. We have reduced the number of monthly cheques we send out by over 50% compared to the past couple of years. These changes are reducing costs for HCSS and allowing our agency to utilize our funding in more meaningful and impactful ways within Grey-Bruce communities. As well, we now have over 400 clients on pre-authorized debit plans, helping to reduce payment issues and improve client experience. To increase efficiency, we have invested in a folding machine, which has made sending out monthly statements more seamless as we move towards increasing our electronic billing.

GoldCare, our new health and information data management software system we introduced at the end of fiscal 2021, has kept staff very busy throughout fiscal 2022. A lot of work has gone into continuing to adapt GoldCare capabilities to HCSS needs and programs, such as the many reports we've had to build for the correct retrieval of information not only for HCSS use, but for ministry reporting, too.

Throughout fiscal 2022 payroll handled the introduction of multiple wage enhancement and bonus payouts, changes to these payout policies, and the creation of new duties around tracking direct employee hours and entering separate payouts. On top of this, there were changes to these policies throughout the year, impacting processes, all while completing our normal payroll cycle! Despite the many curveballs of fiscal 2022, payroll did a great job adapting to whatever was needed.

Finance, with the support from admin, has worked hard to bring back a client-courtesy-call process to help reduce service interruption for clients in jeopardy of suspension, helping to further increase client experience- thank you to everyone involved! We have also expanded our subsidy program to include a Hot Meal subsidy, an Overnight Respite subsidy, an over 65 years of age subsidy, and revamped our Day Away subsidy.

With the growth of programs, comes the growth of needed admin support, and Finance has done an excellent job working with departments to support our recovery from the pandemic. Thank you for all the hard work this year, a lot of great changes and many more to come! Well done, Finance!

Carolyn Laitinen

Director of Finance & Community Development



STAFF GIVE BACK CIRCLE OF SUPPORT

This year we introduced the Staff Giving Back Circle of Support and invited staff to make donations to HCSS through payroll deductions. We are thrilled to share that we have had many staff choose to participate in further supporting our organization, its programs, and our clients. Thank you to our outstanding staff!

VOLUNTEERING

This year, we were able to find the perfect fit for our Volunteer Resources Coordinator (VRC), a role which has been empty since March 2020. Holly, our new VRC, has given the Volunteer Department the proper manpower to complete projects that have been in progress for the past few years. She is working hard to streamline our onboarding process, improve volunteer recruitment and retention, as well as working together with other program leads to improve volunteer experience.

Since Holly's first day at HCSS, back in September of 2022, she has onboarded over 50 returning and/or new volunteers to HCSS. Our volunteer base is starting to grow towards our post-covid numbers, currently, we have just under 600 active volunteers, a great leap from fiscal 2021! The Volunteer Department has been working to create metrics within GoldCare, which will allow us to pinpoint important statistics.

Along with working to restore our volunteer base this year, we were finally able to hold in-person volunteer appreciation events throughout the month of April across Grey-Bruce. It was lovely to meet and celebrate so many of our wonderful volunteers.

Recently, we have also introduced a new program called the Corporate Volunteer Partner program (CVP). This program was created to encourage local businesses to participate in giving back to their communities through volunteering as an organization for our lunchtime Meals on Wheels program. We focused on streamlining the process to reduce any barriers that would inhibit participation, as well as focused on utilizing the preexisting administrative resources that are already completed by the company, eliminating duplicating tasks, all while completing appropriate risk management and creating efficiencies. We are excited to announce that we have already onboarded our first CVP!

The Volunteer Department has been very busy this year with the drop in mandates, and we are looking forward to continuing to improve volunteer experience and bring new ideas to light throughout fiscal 2023.

Carolyn Laitinen

Director of Finance & Community Development



FINANCIAL REPORT

Statement of Financial Position as at March 31st, 2023

Figures taken from fiscal 2023 audited financials.

	2023	2022
ASSETS		
Current		
Cash	1,028,738	1,411,884
Accounts Receivable & prepaid Expenses	324,381	310,613
	<u>1,353,119</u>	<u>1,722,497</u>
Capital		
Property and Equipment (net)	812,453	942,130
	<u>1,975,935</u>	<u>2,664,627</u>
LIABILITIES & FUND BALANCES		
Accounts Payable & Deferred Revenue	861,855	1,292,561
Deferred Contributions for Capital Assets	779,610	906,776
Invested in Capital Assets	61,583	64,094
Reserve Fund	462,524	401,196
	<u>2,165,572</u>	<u>2,664,627</u>

Statement of Operations for the year ended March 31st, 2023

Figures taken from fiscal 2023 audited financials.

	2023	2022
REVENUES		
Ontario Health	4,257,609	4,100,987
Ontario Health - One Time Funding	367,496	375,306
Client Fees	1,156,210	1,005,644
Other Income	356,468	306,911
	<u>6,137,783</u>	<u>5,788,848</u>
EXPENSES		
Building Occupancy	430,878	413,424
Food Purchases	519,873	542,539
Travel	581,535	418,053
Wages	3,473,181	3,386,916
Other Expenses	930,284	915,273
Amortization Net	2,513	2,511
	<u>5,938,264</u>	<u>5,678,716</u>
Recovery by LHIN	202,032	112,643
	<u>(2,513)</u>	<u>(2,511)</u>
SURPLUS (DEFICIT) = net amortization		

COMMUNITY ENGAGEMENT

This year we continued to keep a great deal of our energy and focus on building awareness for HCSS Grey-Bruce, the services we provide the community, the need for volunteers and the need for financial support.

We've seen a great increase over this last year in community events, health fairs, seniors fairs, parades, and in person community group meetings resuming. This provided us with a great number of opportunities to get out into the community and spread the word about HCSS. Between April 2022 and March 2023 we participated in 49 community outreach/speaking engagements across all areas of Grey & Bruce counties.

To improve brand and organizational awareness we also:

- Updated the signage and branding at all of our locations and on all of the vehicles in our fleet worked with local videographer Craig Shouldice to produce a series of short promotional videos about our organization and it's services
- Informed our community through a series of radio commercials on Bayshore Broadcasting radio channels
- Shared informational packets about HCSS Grey-Bruce and our services with local politicians and community stakeholders

These outreach efforts and more were made possible thanks to the Resilient Communities Grant received from the Ontario Trillium Foundation.

Rachel Taylor

Community Development & Philanthropy Coordinator



HCSS GREY-BRUCE CARECROWS

One of the highlights from this past years outreach efforts was when our North Grey Day Away team in Meaford won Best Outdoor Display in the annual Meaford Scarecrow Invasion and Family Festival. Together clients and staff put together a fantastic display and had a fantastic time representing our organization at the festival parade.



FUNDRAISING & PHILANTHROPY

The efforts we have been investing in outreach and engagement are certainly helping our community better understand our need for their support as well. We are seeing slow but steady growth in our fundraising efforts. There has been an increase in donations from individuals and families, as well as community groups. We have added a few new monthly donors to whom we are so grateful for as their consistent support which provides reliable funding and sustainability for our future. We also joined the national Will Power giving campaign which provides us and our donors with resources to explore supporting HCSS Grey-Bruce with a gift in their will. Pairing these resources with educational content about Advanced Care Planning is something we look forward to doing in the coming year.

Our very own HCSS Grey-Bruce volunteers continue to be some of our strongest supporters with over \$32,000 in mileage reimbursements donated back this year by 154 of our volunteers. We were absolutely touched and delighted when one of our long term Meals on Wheels volunteers from the Hanover area, Betty Fisher, celebrated her birthday by asking friends and family to make a donation in her honour to HCSS Grey-Bruce.

This year we were very lucky to be one of 4 local organizations supported by 100 Women Who Care Grey-Bruce. The generous donation of \$17,400 from their 174 members solidified an important goal for us of being able to offer subsidized services for those in financial need in all of our service areas. While we work to keep our client fees as low as possible unfortunately there are still members of our community who struggle to afford our services. These folks are often those in our communities that need our support most. Ensuring there is financial assistance for these individuals and their families is incredibly important to the overall health and wellness of our community and will ensure our programs and services remain equitable and attainable to all.

Rachel Taylor

Community Development & Philanthropy Coordinator



**ON BEHALF OF OUR CLIENTS, THEIR FAMILIES, OUR VOLUNTEERS & OUR STAFF
THANK YOU TO EVERYONE WHO SUPPORTED HCSS GREY-BRUCE THIS YEAR!**



COZY CHRISTMAS THEATRE EXPERIENCE



This year, we partnered with The Historic Roxy Theatre in Owen Sound to put together a festive holiday treat for our HCSS Grey-Bruce clients and provide a meaningful giving opportunity for the community. With a \$30 donation, members of the community could Give the Gift of a Cozy Christmas Theatre Experience to one of our clients. Approximately half of the donation would go to covering the cost of the gift package for one client which included: a ticket to the online viewing of the Roxy presents virtual on-demand production of the Norm Foster play The Christmas Tree, a cozy red fleece blanket, popcorn, hot cocoa, and a candy cane. The second half of the donation went to supporting our services.

Many members of our community answered the call with their donations including the Realtors Association of Grey Bruce Owen Sound who sponsored 50 Cozy Christmas packages as part of Realtors Care Week.

As the holidays drew near a festive elf made deliveries to all 6 of our Day Away programs and to the homes of clients in other programs. The festive theatrical experience and the gift packages were a great comfort enjoyed by 300 of our clients. Special thanks to The Roxy Theatre, the Realtors Association of Grey Bruce Owen Sound, and all those who donated.

"So many thanks for the wonderful gift. The video of The Christmas Tree gave me some special moments, and the pretty throw for comfort also, all was appreciated, and my sincere thanks for your very helpful services throughout the year."

HCSS GREY-BRUCE CLIENT

KINDNESS MAKES CENTS

This year we held our first Kindness Makes Cents awareness and fundraising campaign. The idea for this campaign came out of the sense that we could all benefit from a little more human connection coming out of the pandemic. Kindness Makes Cents encouraged folks to spread acts of kindness throughout their community while sharing information about what HCSS Grey Bruce does and letting folks know about the need for volunteers and donations.

The campaign which, spanned the summer months of June-August, resulted in the spreading of hundreds of acts of kindness, a great deal of awareness raised for HCSS Grey-Bruce, and \$15,000 raised to support HCSS Grey-Bruce and it's services. Thank you to all who participated and supported this exciting new idea and to our generous sponsors who helped make it happen.



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!



THANK YOU TO OUR MEALS ON WHEELS PARTNERS!



STRATEGIC PLANNING

This year, thanks to the generous support of the Ontario Trillium Foundation's Resilient Communities Fund, we have actively involved our Board of Directors, Staff, Volunteers, Clients, and Community Partners in a strategic planning process. This comprehensive plan will serve as a compass, guiding our organization's endeavors across all facets for the next four years.

To ensure inclusivity and gather diverse perspectives, we utilized a range of methods, including surveys, face-to-face interactions, and group discussions. This collaborative effort has resulted in a revitalization of our Vision, Mission, and the Values that define us. Additionally, we have identified three core Pillars that will be the focal points of our organizational efforts.



STAFF STRATEGIC PLANNING SESSION

The three Pillars we have established are as follows:

- Engage our Community and Partners: We recognize the importance of fostering strong relationships with our community and partners. By actively involving them in our initiatives, we can create a more interconnected and impactful organization.
- Maximize our Resources through Innovation and High-Quality Programs: We are committed to optimizing our resources by fostering innovation and delivering programs of the highest quality. By continuously seeking new approaches and improving our existing offerings, we can make a lasting difference in the lives of those we serve.
- Support our People: Our people are at the heart of everything we do. We understand the value of nurturing a supportive and empowering environment for our staff, volunteers, and community. By prioritizing their well-being and growth, we can build a resilient and thriving organization.

Our Board of Directors and Leadership team, have developed a comprehensive list of objectives for our first year. Each objective aligns with one of the Pillars and underscores our commitment to driving meaningful progress. We are confident that, with the support of our talented staff, dedicated volunteers, and engaged community, we will make significant strides in achieving these objectives.

Together, we embark on this exciting journey, united in our determination to support the residents of Grey & Bruce.

Special thanks to the Ontario Trillium Foundation for supporting this important initiative and all of our Outreach efforts this year through a Resilient Communities Fund Grant.



An agency of the Government of Ontario
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HCSS

HOME & COMMUNITY
SUPPORT SERVICES
GREY - BRUCE

Service Statistics

April 2022 - May 2023

More than

2,500

clients from across the
counties of Grey & Bruce



new clients assessments
completed this year



26,701

Transportation
rides provided

389

nights of
Overnight Respite
support for care givers



12,137

Housekeeping
support hours

62,021

Meals on Wheels
delivered



1,892

Friendly Visiting
phone calls or visits

12,398

days of **Day Away**
programming provided



OUR VISION
People living well at home.

OUR MISSION
Uniting a caring community that supports people to live with dignity.

OUR VALUES - WE APPROACH ALL WE DO WITH

KINDNESS

We strive to always be kind to our clients, their caregivers, our colleagues, and ourselves.

RESPECT, CARE & COMPASSION

Our approach is always client-centred and supports maximizing independence.

EQUITY IN ACCESSIBILITY

Removal of barriers to equitable access is critical to our work.

INNOVATION

We aim to seek out and implement approaches that are innovative and improve quality and access.

COLLABORATION

All members of our community have a role to play in supporting our clients.

QUALITY OF LIFE

All of our actions will support enhancement and maintenance of quality of life.