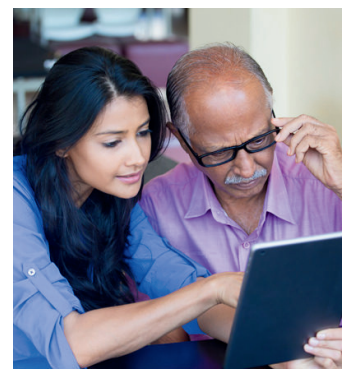


**HCSS**  
**HOME & COMMUNITY**  
**SUPPORT SERVICES**  
GREY - BRUCE



**ANNUAL REPORT**  
APRIL 2024 - MARCH 2025



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# LEADERSHIP TEAM



**Carolyn Laitinen**  
Executive Director



**Jo-Anne Cook**  
Senior Director



**Colleen Benninger**  
Manager  
Day Away Relief, PSS,  
& Overnight Relief



**Bethany Green**  
Manager  
Day Away Relief, PSS,  
& Overnight Relief



**Cody Hay**  
Manager  
Community  
Development



**Dan Hillier**  
Manager  
Transportation



**Kelly Jones**  
Manager  
Human  
Resources



**Tara Sylvest**  
Manager  
Housekeeping  
& In-Home  
Respite



**Sharon Thompson**  
Manager  
Finance



**Julie White**  
Manager  
Meals on Wheels  
& Central Intake

# BOARD OF DIRECTORS



**Debbie Pegelo**  
Board Chair



**Paul Sammut**  
Vice Chair



**Kevin Juffs**  
Treasurer



**Robert Hamilton**  
Director



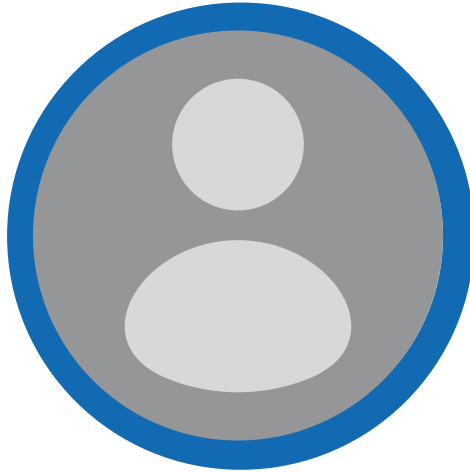
**Sue Mccutcheon**  
Director



**Heather Middleton**  
Director



**Rose Peacock**  
Director



**Ford Thompson**  
Director

# CHAIRPERSON'S MESSAGE

As I reflect on my first year as Chair of the Board at Home & Community Support Services Grey-Bruce, I am reminded of the work we do, the people we serve, and the dedicated team behind it all. It has been the first year for our new Executive Director, Carolyn Laitinen. Together with Carolyn, the Board has been learning, listening, and building on the solid foundation laid by those before us, and on the incredible work already happening across our communities.

It has been inspiring to see how our staff, volunteers, and partners continue to show up with care, flexibility, and heart. From delivering hot meals and driving clients to appointments, to helping people stay safe and supported in their homes, the work of HCSS is deeply important—and deeply valued.

This year we have strengthened partnerships, explored new ways of delivering services, while keeping client needs at the heart of every decision. Highlights include our collaboration with Bruce Peninsula Hospice and the Alzheimer Society of Grey-Bruce on an exciting new initiative: Developing Compassionate Dementia Inclusive Communities. Staff have also worked closely with Hanover & District Hospital and Brightshores Health System to enhance discharge planning processes.

We saw continued improvements in our Transportation, Meals on Wheels, and Bathing programs, including the purchase of a refrigerated van and the installation of a new tub in Hanover. Celebrations included the grand opening of the newly renovated Overnight Respite space at our Hanover program location and Volunteer appreciation events in Hanover and Owen Sound.

On behalf of the Board, I want to thank our staff, volunteers, community partners, and all those who support HCSS in both big and small ways. You make this work possible, and your impact is felt every day. As we look to the future, we are excited to keep moving forward—finding new ways to connect, support, and care for one another.

**Debbie Pegelo**

Chairperson, Board of Directors





# EXECUTIVE DIRECTOR'S REPORT

This past year has been one of significant growth, innovation, and foundational change for our agency. We've made strategic shifts in both our structure and our focus to better support our teams and the communities we serve.

One of the most notable changes was the creation of a Community Development Department, bringing our fundraising and volunteer efforts under one umbrella. This move has already improved alignment and collaboration in our outreach and engagement work.

Internally, we've made great strides in risk management. This year, we initiated a comprehensive risk assessment and established a Board Risk Committee to help us identify key risks and implement mitigation strategies. We've also begun transitioning to a new payroll platform, a move designed to reduce operational risk and improve efficiency.

We've placed a strong emphasis on strategic planning, which has led to innovative thinking, policy improvements, and refined departmental processes. Alongside this, we launched a full review of our policies and procedures to ensure we are identifying and addressing any gaps or risks. Thank you to Big Eye Innovation for their valuable guidance throughout our strategic planning this year. Their insight helped us integrate forward-thinking ideas that brought innovation into the heart of our planning and decision-making.

We've also been intentional in strengthening our leadership approach. There has been a strong focus this year on creating a psychologically safe work environment, one that is consistent, predictable, and led with empathy. By prioritizing clear communication, accountability, and emotional intelligence, we're building a workplace where people feel respected, supported, and able to contribute meaningfully. We have also started work on leadership development initiatives to ensure our leaders are equipped to guide their teams through change and growth. We know that building a strong and healthy culture takes time, and while there's still work ahead, we're committed to growing it together with intention, care, and consistency.

In addition, we've placed renewed attention on our Human Resources department, with a particular focus on employee development. Supporting our staff's professional growth and well-being is essential to our overall success, and we are continuing to explore ways to provide development opportunities, improve internal processes, and respond to the evolving needs of our workforce.

Looking ahead, we are proud to share that we've developed a Compassionate Subsidy Framework, aimed at supporting individuals experiencing extraordinary and temporary life crises. We're excited to begin implementing this in the upcoming fiscal year.

Continued on next page....

# EXECUTIVE DIRECTOR'S REPORT

We're also preparing to launch an IDEA (Inclusion, Diversity, Equity, and Accessibility) Committee to help deepen inclusive practices across the agency. In alignment with this work, we were approved to begin our HCSS Reconciliation Journey, which we are proud and excited to officially start in the upcoming fiscal year. These initiatives reflect our continued commitment to building a more inclusive, equitable, and culturally responsive organization.

We're looking ahead to some exciting partnerships in the next fiscal year that will help us mitigate barriers to volunteerism and make it easier for more people in our community to get involved. These partnerships reflect our broader goal of making our services and opportunities more accessible and responsive to community needs, so stay tuned!

Thank you to everyone: staff, volunteers, and community partners, for your commitment and adaptability. This year's accomplishments have been made possible because of your hard work, creativity, and willingness to embrace change. It's been a transformative year, and we're excited about what's ahead as we continue to grow, improve, and innovate together!

Finally, I want to express my heartfelt gratitude to our Board of Directors. This has been a big year, full of change, challenge, and meaningful progress, and we could not have done it without your support. Your insight, encouragement, and willingness to stand behind our vision have made all the difference. I'm especially grateful to our Board Executive team, including our Chair, Vice Chair, Treasurer, and Past Chair, whose steady guidance, time, and care made an enormous difference during such a pivotal year. A very special thank you to our Board Chair, whose leadership and partnership throughout this journey has been invaluable. Our board continues to be a dynamic mix of skills and perspectives, and I have appreciated your guidance and knowledge through this year of change, especially as we focused heavily on organizational culture. I am deeply thankful to each of you for the trust you've placed in me and in this agency.

**Carolyn Laitinen**  
Executive Director



**Senior Director Jo-Anne Cook and  
Executive Director, Carolyn Laitinen**

# Mission, Vision, and Values

## OUR VISION

People living well at home.

## OUR MISSION

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

## OUR VALUES

### 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.

### Innovation

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

### Quality of Life

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

### Collaboration

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

### Equity & Accessibility

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



# PROGRAM UPDATES

Another busy and rewarding year has come to a close at HCSS, and I'm proud to share that the majority of our programs met—and in some cases exceeded—their annual service targets.

Meals on Wheels achieved 101% of its annual goal, delivering a remarkable 71,985 meals to our clients. This included 25,004 hot meals and 46,981 frozen meals, a testament to our team's dedication and efficiency.

Our Transportation Program experienced significant demand, reaching 110% of its target, with 43,113 rides provided—reflecting both the growing needs in our community and our ability to respond effectively.

Housekeeping and In-Home Respite Services reached 98% of their service target, providing 15,622 hours of care and support to clients in their homes.

Despite weather-related challenges and client illness, the Day Away Program reached 93% of its target, delivering 19,768 units out of a goal of 21,875. We are incredibly proud of this achievement given the circumstances.

Similarly, our Overnight Relief Program achieved 92% of its goal, with 460 overnight stays provided. This represents an increase of 50 units compared to the previous year's target of 410. The new bedrooms added at our Hanover site played a key role in expanding our capacity.

Across all HCSS programs, we have seen increased demand for services, alongside a growing complexity in client needs. Many of our clients are now living with multiple comorbidities and require more specialized support. The need for wheelchair-accessible transportation has grown, placing additional pressure on our Transportation team. In response, we have begun onboarding new paid drivers and have strategically homed vans in both Hanover and Markdale, ensuring better local access and reducing transportation costs. To meet these growing demands, HCSS hired a significant number of new employees this year. As outlined in our Managers' Reports, our organization continues to deliver vital services to our community with dedication and care.

In addition to our service achievements, I want to highlight the collaborative leadership approach that Carolyn and I have developed over the past year. We are committed to fostering a culture of trust and psychological safety—one where every team member feels empowered to express themselves, share ideas, and provide feedback. We've prioritized open communication, work-life balance, employee well-being, continuous professional growth, and a culture of inclusivity and mutual respect.

By putting people first—both our clients and our staff—we believe we are building the foundation for long-term success through innovation, creativity, and effective teamwork.

Finally, I want to express my heartfelt gratitude to every member of the HCSS team. Thank you for your resilience, your ability to adapt in challenging times, and your unwavering dedication to those we serve. You are the heart of community care, and I'm honored to be a part of this incredible team.

With appreciation,

**Jo-Anne Cook**

Senior Director



# TRANSPORTATION

The past year has been a dynamic and challenging one for the Transportation Department. From April 1, 2024, to March 31, 2025, our team provided a total of 45,927 rides to clients across various programs and services, a testament to our commitment to accessible, client-focused transportation.

## **Service Breakdown:**

Day Away Program Rides: 20,087

Clinic Rides: 2,814

Non-Emergency Medical and Non-Medical Rides: 23,026

Volunteer and HCSS vehicles collectively traveled an impressive 735,971 kilometers over the year, ensuring clients could access essential health, social, and community services.

## **Funding and Service Adjustments**

In December 2024, service delivery was temporarily paused due to funding constraints. Through ongoing dialogue with Ontario Health West, we successfully reallocated internal funding to sustain operations through to the end of March 2025. In light of budget limitations, we implemented weekly ride limits to ensure continued access:

Medical Rides: 3 per week

Non-Medical (Social) Rides: 1 per week

Clinic Rides: 3 per week

While these changes have been difficult for some clients, they reflect the most sustainable service level we can offer within our current financial framework. In March, we were excited to add a new ProMaster van to our fleet using reallocated funds. Van #2 is now on the road, featuring updated graphics that include a new message: "Volunteer with us."

## **Leadership and Staffing**

In March 2025, we were pleased to welcome Dan Hillier as our new Transportation Manager. Dan brings valuable experience from his previous role at Voyago, and we are confident his leadership will guide our department forward effectively. Recently, staffing shortages caused by employee departures and leaves have further impacted service levels. However, we are actively onboarding two new staff members Lisa and Carly and are grateful for the training and support provided by One Care Home & Community Support Services and St. Mary's Home Support Transportation Services. We are optimistic about expanding our service capacity in the near future.

## **Looking Ahead**

Despite significant challenges, the Transportation Department remains focused on delivering safe, reliable, and essential transportation services. We appreciate the continued support of our partners, volunteers, and community stakeholders, and look forward to strengthening our operations in the years ahead.

**Jo-Anne Cook**

Senior Director



# DAY AWAY &

# OVERNIGHT RESPITE



2024-2025 was a very successful year for our Day Away services. Our numbers again continued to increase, our services expanded and we supported more client days and nights than we have in many years.

Day Away numbers this past year were up by almost 1300 units vs the 23-24 fiscal year. Together we provided 19,768 days of service to our ADP clients and families. Overnight numbers also increased by about 50 units in the 24-25 fiscal year compared to 23-24. This past year we provided 460 nights of respite for clients and caregivers in Grey Bruce. We have reached full registration capacity in many programs and are receiving many referrals for service.

This past year we were able to obtain permanent base funding for many Day Away Initiatives including the expansion of nurses in Day Away in both Owen Sound and Hanover, as well as additional client days in Meaford, Wiarton and Markdale. These permanent changes have helped us to support more clients and caregivers as well as provide much needed nursing care to our ADP and Overnight clients. This has helped us expand weekly capacity by about 55 registered spaces per week. It has also allowed us to provide care to higher needs clients in Owen Sound and Hanover by increasing staff supports in these two areas.

We were very pleased to be able to restart our bathing program. It was a slower start but ended strong. We were able to provide bathing service to 98 clients with a total of 1292 baths given. We were encouraged by the news that we received base funding to support this program. While the amount is less than we had anticipated, we are still able to offer 45 baths each week. We're delighted to continue providing this essential service, even with a reduced number of units.

This was the first full year operating under the new team leader and management structure for Day Away and Overnight Respite. Together we have been working on developing aims for quality improvement and have been working on incorporating our caregivers and staff into this process as well. Together with staff and client input we are working towards better meeting client/caregiver needs and expectations. Our caregiver survey for 2025 showed the overall satisfaction with the program is extremely high, with around 85-95% of caregivers expressing positive feedback across all points. The main areas of feedback relate to requests for more time, improved scheduling flexibility, and minor logistical issues such as parking or snow days. Social and emotional support, caregiver stress reduction, and communication with staff were particularly praised.

We are so happy to report such a successful year in Day Away, Overnight Respite and Personal Support Services. We can't wait to see what this next year brings!

**Colleen Benninger & Bethany Green**

Managers, Adult Day Program, Overnight Respite, & PSS





You can see the magic of the Adult Day Program in the smiles of our clients. Special thanks to Bruce Power for funding to purchase the games table at our Shoreline ADP location, and to donor Aly Boltman for the in-kind gift of a keyboard for our volunteer musicians to play at the Owen Sound ADP location.





# LEGHO

The “Let’s Go Home” (LEGHO) program continues to make a meaningful impact in the community by supporting individuals during the transition from hospital to home. Through strong collaboration with the VON’s Home At Last (HAL) program, Meals on Wheels, Transportation and Housekeeping departments, Community Paramedicine, and other valued partners, clients are empowered to focus on healing while services are seamlessly coordinated.

Thanks to base funding, LEGHO now supports 35 clients per month. This year has been a resounding success, ensuring clients feel cared for during some of their most vulnerable moments. LEGHO Care Planners provide compassionate, knowledgeable support through weekly phone check-ins, helping to reduce Emergency Department visits and hospital readmissions.

This vital program continues to demonstrate that thoughtful, community-based care can make a lasting difference one client at a time.

**Julie White**  
Manager, Central Intake & Meals on Wheels

## CENTRAL INTAKE

Our Central Intake department has had a busy and impactful year, consistently managing a high volume of referrals with care and efficiency. As the first point of contact for individuals seeking support, this dedicated team plays an important role in helping community members access the right services.

We’re excited to share that Central Intake is growing! A part-time coordinator has been added to the team to help meet increasing demand and continue delivering the high level of service our community relies on.

When connecting someone to CSS/HCSS services in Grey Bruce, the Central Intake team works one-on-one with each individual to ensure they are guided through the process. Their efforts ensure that care and support are just a call or referral away.

Working closely with many departments of HCSS, our Regional Community Assessor has completed 85 RAI CHA assessments this year, utilizing great nursing skills to ensure our Day Away clients are on the right track with detailed care plans, providing support and kindness in the community.

**Julie White**  
Manager, Central Intake & Meals on Wheels



**CSS Central Intake Coordinators**  
**Marsha Reay, Michele Casemore, Amy McNabb,**  
**and Nora Walden**

# HCSS Staff *in Action*





# HCSS Staff *in Action*







# HOUSEKEEPING

It has been a strong year of growth and change for the Housekeeping Department and the In-Home Respite Program. We continue to see rising demand for services across Grey and Bruce Counties, with more clients reaching out for support.

There have been leadership changes as well. After many contributions from Julie White in her role as Team Leader, we welcome Tara Sylvest as the new manager of the Housekeeping and In-Home Respite Department. Tara brings 20 years of experience with HCSS and is passionate about leading these vital services forward.

We now have a dedicated team of 40 staff members working across both Housekeeping and Respite, committed to providing compassionate and consistent care to our clients.

Our In-Home Respite Program has expanded alongside this growth. In-Home Respite is a caregiver relief program that offers clients meaningful social and recreational engagement during the day. Staff take time to learn about each client's interests and provide stimulating activities during each visit. We're proud to be working closely with the Alzheimer Society of Grey-Bruce's "Dream Team" (Dementia Resource Consultants) and local social workers to better support clients and caregivers alike.

This year, we also hosted an in-person Housekeeping meeting, which included valuable training from the Alzheimer Society of Grey-Bruce. These learning opportunities help our team stay informed and connected.

Another highlight has been the success of our LEGHO Program (Let's Go Home Now), which supports clients being discharged from hospital by helping them transition safely back into their homes. This program continues to make a meaningful difference for those in need of support during recovery.

A heartfelt thank you to every member of our Housekeeping and Respite teams for your hard work and dedication each and every day. Your efforts do not go unnoticed.

## Tara Sylvest

Manager, Housekeeping and In-Home Respite



Housekeeping client Josh Easton won silver medals in the Special Olympics



Group photo from our Housekeepers Meeting in October, 2024



**Meals on Wheels Manager Julie White, Driver David Smith, and Meals on Wheels Clerks Tina Ziel and Hayley Barlow.**



**Mayor Ian Boddy joined HCSS for March for Meals, helping deliver Meals on Wheels and bright smiles to local clients.**

# MEALS ON WHEELS

Over the past year, 71,985 hot and frozen meals were delivered to clients across Grey and Bruce counties, a testament to the vital role our department plays in supporting health and independence through nutritious, delicious meals.

Coordinating volunteers, providers, and delivery routes is no small task. Our Meals on Wheels Clerks handle it with dedication, earning the appreciation of both HCSS and the community.

A heartfelt thank you to our 10 dedicated meal providers whose daily efforts ensure clients are well-fed and cared for. Their partnership is key to the program's success. We're also excited to be planning a new partnership in Meaford — stay tuned!

We're incredibly grateful to the many volunteers who deliver meals with warmth and kindness. Over 50% of HCSS volunteers support this program, and we've enjoyed connecting with many of them through recent community meetings.

Community engagement remains strong. Initiatives like March for Meals and safety checks with local fire departments have raised awareness of how meal delivery supports both individual well-being and community resilience. Thank you to everyone involved in making Meals on Wheels in Grey Bruce a success. Together, we're delivering more than meals — we're delivering care, connection, and community.

## **Julie White**

Manager, Central Intake and Meals on Wheels

## CURRENT MEALS ON WHEELS PARTNERS

**The Bruce Steakhouse - Kincardine**

**The Lighthouse Restaurant - Southampton**

**Bear Tracks Inn & Restaurant - Lion's Head**

**Princess Hotel - Tobermory**

**Friends and Family Restaurant - Owen Sound**

**Kim's Place Restaurant - Flesherton and Markdale**

**Harley's Pub & Perk - Mildmay, Walkerton, and Hanover**

**Country Corner Eatery - Durham**

**Heat n' Eat - Meaford**

**Gateway Haven - Bruce Peninsula**

# COMMUNITY DEVELOPMENT

2024–2025 was an exciting year for HCSS as we reimagined how we engage with our community. By uniting our philanthropy and volunteer efforts under the new Community Development department, we've created a more cohesive and impactful approach to giving. Whether through time, talent, or financial support, our volunteers and donors share a common purpose: to give back and strengthen the community we all call home.

This year, we welcomed Cody Hay, formerly our Volunteer Resources Coordinator, into the role of Manager of Community Development. To support this growing department, we also introduced a new role: Community Development Facilitator. From August 2024 to April 2025, Cody collaborated with Lauren Ritchie to build on the foundational work of our previous co-op student, ensuring our volunteer records are accurate and complete. After Lauren moved on to a new opportunity, Grace McCaffrey joined the team, bringing fresh energy and expertise to help expand our community presence and recruit new volunteers.

In early 2025, HCSS proudly partnered with Bruce Peninsula Hospice and the Alzheimer Society of Grey-Bruce to support the Compassion Dementia Inclusive Communities initiative, a project led by the Nav-CARE team at the University of British Columbia. This collaboration aims to identify and address gaps in dementia support across Grey-Bruce. As part of this effort, we welcomed Ayotunde Ogunrinde as our Dementia Navigation Coordinator on a one-year contract to train volunteers in providing compassionate, informed care to clients living with dementia.

Our volunteers continue to amaze us with their generosity. In 2024–2025, they donated a record-breaking \$53,587.20 in mileage through our Meals on Wheels and Transportation programs—an extraordinary testament to their dedication.

Thanks to the generosity of our community, HCSS received \$168,553.23 in donations through staff giving, grants, our Cozy Christmas campaign, memorial and monthly donations, and general contributions. Highlights include:

- \$10,500 from 100 Good Men Who Give a Damn, a group committed to supporting local causes across North Grey County.
- A \$5,000 grant from the Goreski Foundation, supporting Transportation, Meals on Wheels, and Adult Day Programs (ADP).
- A \$2,428 CCAC Staff Training Grant, enabling staff to participate in truth and reconciliation training with Diane Giroux at our Annual General Meeting.
- \$10,000 from Bruce Power, supporting volunteer recruitment advertising and enriching ADP programming with activities and entertainment.
- Continued support from the Ontario Trillium Resilient Communities Fund, helping us advance our strategic goals in partnership with Big Eye Innovation.

At the heart of all this progress are the people—our volunteers, donors, partners, and staff—who believe in the power of community. Together, we are building a stronger, more inclusive future where seniors and adults with disabilities can live independently and with dignity.

## Cody Hay

Manager, Community Development





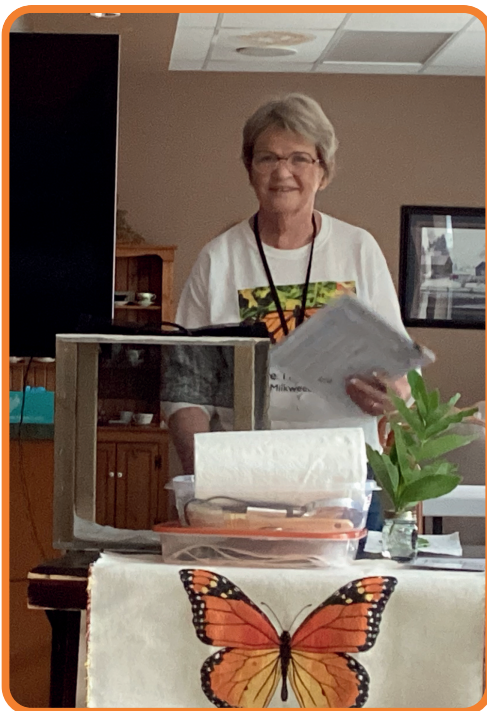
# CELEBRATING OUR PEOPLE & PLACES



**Administrative Volunteers Joan MacDonnell,  
Peggy Beghetto and Janis Thomas**



**Friendly Visiting Volunteer  
Ronetta Billy**



**Day Away Volunteer  
Anne James presenting on  
breeding Monarch Butterflies to  
Bruce Peninsula Day Away Clients**



**Big thanks to the James Goreski Private Foundation for the  
donation that enabled us to complete renovations for the Overnight  
Respite program at the Saugeen Central Day Away. Special Thanks  
to Inside Out Renovations, House Rules, and their partners for  
helping make our Day Away Open House such a special day.**





## FRIENDLY VISITING

It has been another wonderful year for the Friendly Visiting Program! With our Friendly Visiting Facilitator Polly Moise at the helm, we've continued to connect clients across Grey and Bruce with warm-hearted volunteers who bring companionship, conversation, and care into their lives. With the structural changes in the agency, the Friendly Visiting Department is now overseen by the Manager of Community Development, Cody Hay as Carolyn Laitinen moved into the position of Executive Director.

This year, we saw an incredible increase in visits across the region—with over 2,200 visits, telephone calls, and Adopt-A-Grandparent letters completed, well beyond our annual goal! The Peninsula Area had an especially exciting leap, growing by over 300%. The combined efforts of the Community Development Department, Polly Moise and our Bruce Peninsula Service Area volunteers, we are truly seeing the impact of the work we do. East Grey saw an 89% jump thanks to four new volunteers joining the team, and our momentum in Shoreline and North Grey continues to build. While Saugeen saw a slight dip due to fewer available volunteers, it still surpassed our yearly target—a testament to the commitment of those already involved.

Our beloved Adopt-a-Grandparent Pen Pal Program is truly flourishing. Originally launched during the pandemic, it has now become a part of the school curriculum, with students building genuine friendships through heartfelt letters. As some of these students graduate, a few have chosen to continue writing on their own. This is proof of the deep, enduring bonds formed through this beautiful intergenerational connection.

We also expanded Friendly Visiting this year to include transportation to pre-approved destinations in Grey-Bruce to further enrich the experience of our clients and volunteers. Our volunteers can now take clients out to a park or a coffee shop rather than just meeting in the home.

We're proud to share that 15 new Friendly Visiting volunteers joined us this year, strengthening our reach and deepening our impact. Friendly Visiting continues to be a bright thread in the fabric of community life at HCSS—thank you, Polly, for another incredible year of heart-led work!

**Cody Hay**

Manager, Community Development

## FINANCE DEPARTMENT

This year, our Finance Department has demonstrated incredible dedication and foresight as we prepared for the implementation of a new payroll platform. This transition has been a significant undertaking, and one that has been in discussion for some time. The last half of our fiscal year was spent planning, organizing, and developing the systems needed to support a successful launch. The new platform will go live in the upcoming fiscal year, and we are confident it will enhance our internal operations and staff experience. Well done, team!

In addition to this major project, the department has expanded, bringing in additional support to meet the needs of our growing programs. The Finance Team continues to play a vital role in supporting the agency, streamlining processes, and improving systems that benefit both staff and clients of HCSS.

Thank you to each member of the Finance Team for your hard work and commitment this year. Your contributions are noticed and deeply appreciated.

**Sharon Thompson**

Manager, Finance

# FINANCIAL REPORT

## Statement of Financial Position as at March 31st, 2025

Figures taken from fiscal 2025 audited financials.

	2024	2025
<b>ASSETS</b>		
<b>Current</b>		
Cash	1,618,962	1,509,231
Accounts Receivable & Prepaid Expenses	487,721	375,472
	<u>2,106,683</u>	<u>1,884,703</u>
<b>Capital</b>		
Property and Equipment (net)	1,050,955	978,111
	<u>3,157,638</u>	<u>2,862,814</u>
<b>LIABILITIES &amp; FUND BALANCES</b>		
Accounts Payable & Deferred Revenue	1,446,608	1,210,924
Deferred Contributions for Capital Assets	1,020,618	950,284
Invested in Capital Assets	59,077	56,567
Reserve Fund	631,335	645,039
	<u>3,157,638</u>	<u>2,862,814</u>

## Statement of Operations for the year ended March 31st, 2025

Figures taken from fiscal 2025 audited financials.

	2024	2025
<b>REVENUES</b>		
LHIN/MOHLTC Funding	4,738,606	5,668,506
LHIN/MOHLTC One Time Funding	811,063	28,440
Client Fees	1,587,854	1,732,313
Other Income	474,365	271,586
	<u>7,611,888</u>	<u>7,700,845</u>
<b>EXPENSES</b>		
Building Occupancy	448,442	455,904
Food Purchases	660,190	691,033
Travel	723,470	792,644
Wages	4,213,359	4,540,508
Other Expenses	1,314,641	1,165,783
Amortization Net	2,510	2,510
	<u>7,362,612</u>	<u>7,648,382</u>
Recovery by LHIN	251,786	54,973
	<u>(2,510)</u>	<u>(2,510)</u>
<b>SURPLUS (DEFICIT) = net amortization</b>		

# COMMUNITY PARTNERS

## *Stronger Together*

At Home & Community Support Services of Grey-Bruce, we know that meaningful change doesn't happen alone. Our community partners—not-for-profits, health providers, local governments, businesses, and service clubs—are a vital part of the support system that lifts our clients every day. Whether providing referrals, resources, or frontline collaboration, your partnership powers our mission. Thank you to every organization who walks alongside us in care and connection.



Alzheimer Society  
GREY - BRUCE



BIG EYE  
INNOVATION

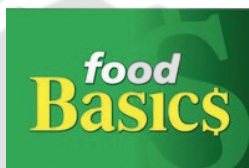


Bruce Peninsula Hospice

BrucePower™



COMMUNITY  
FOUNDATION  
GREY BRUCE  
*We're here for good.*



James Goreski  
Private Foundation

LINDA BOWERS  
BROKER  
CENTURY 21.  
In-Studio Realty Inc.



MIDWESTERN  
COMMUNICATIONS

Ontario  
Trillium Foundation



OCSA  
Ontario Community  
Support Association



Southwest Ontario  
Aboriginal Health  
Access Centre

Tim Hortons



United Way  
Bruce Grey



## *Community Donations at Work!*

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



More than  
**4300**  
clients from across the  
counties of Grey & Bruce



More than  
**43,000**  
rides to Grey & Bruce  
seniors and disabled adults

More than  
**71,000**  
meals delivered through  
Meals on Wheels



**15,622**  
hours of housekeeping  
support



**143**  
clients received  
**2238**  
friendly visits,  
phone calls, and letters

**460**  
nights of  
overnight respite



More than  
**19,500**  
days of support through  
Day Away program



New Clients Added to CSS

Support provided by  
more than  
**130**  
skilled and caring staff members



**98,894**  
volunteer hours donated  
by over  
**600**  
dedicated volunteers