



ANNUAL REPORT

2020-2021



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MISSION AND VALUES

VISION

Living at home – your choice, our goal

To enable individuals to remain in their home environment of choice by providing services that are accessible, quality driven and innovative.

PURPOSE

To provide services that support the well-being of the elderly and adults with physical disabilities in Timiskaming enabling them to remain at home as per:

- Accountability agreement with NE LHIN
- Other funders and programs



VALUES: GUIDING PRINCIPLES

Dignity and Compassion

THS believes that all people deserve to be treated with compassion and dignity with consideration for each person's individuality and cultural diversity.

Autonomy and Empowerment

THS believes that clients and their caregivers have the right to make their own decisions and direct their own care.

Professionalism and High Ethical Standards

THS will demonstrate the highest level of professionalism based on ethical standards of care that builds public trust in the organization as a whole.

Innovation through Collaboration and Teamwork

THS is committed to supporting on-going innovation through internal teamwork and collaboration with stakeholders.

Responsibility and Accountability

THS is committed to demonstrating responsibility and accountability for maintaining the highest level of care. THS will demonstrate fiscal responsibility in its operations.

Openness and Transparency

THS will maintain transparent processes and open communications.

MESSAGE from the CHIEF EXECUTIVE OFFICER

Report from April 1st, 2020 to March 31st, 2021



It goes without saying that the COVID-19 pandemic has dramatically altered many facets of our life. The masks, the disrupted and rearranged working environments, the ongoing collective need to monitor and safeguard against virus transmission all testify to this. But there's one very important thing that the virus hasn't—and dare I say can't—touch: THS staff and volunteers' willingness to pull together and do what is best and right to ensure the health and safety of our communities. We've seen a lot over the past several months and no matter what we are yet to see in the months to come, we have been and are in this together. And it shows. This fact continues to give me hope that we will indeed reach the pandemic's far side, more resilient than ever.

We cannot, however, expect to return to “normal.” This pandemic is one for the history books, in that its impacts will be lasting and felt for years to come. It has changed us—not completely but in ways both large and small that cannot simply be undone. We cannot, in other words, turn back the clock. We need to prepare for a new, post-pandemic, reality.

How?

First, the safety of all of us is paramount. We can only make positive contributions and live our purpose and values if we stay healthy and avoid spreading the virus. Second, service continuity is key. We continue to focus our efforts on securing human resources, supplies, equipment and logistics every step of the way. And third – where and when we can – we continue to provide a helping hand to the community stakeholders around us.

This mindset applies to all of us. Due to our unique culture, we often refer to THS as a strong family. A challenging moment like this is the time to live family values. Unprecedented travel restrictions have led to difficult personal and family situations for many of our clients. The personal caring and help can make a lot of difference to our clients and their families – it will also make us a stronger and even more united team. We continue to live and breathe the THS team spirit.

While the virus threat is global in nature, the situation is different in each country (and even more so in each region) and changing fast. We continue to follow the guidance from the Public Health authorities and their COVID-19 Committees.

I am proud and inspired by the way THS has risen to this challenge - with flexibility, resilience, courage – and a caring heart. Thank you to the staff and volunteers for their

enormous contributions. Let's work together – across all parts of the agency's operations - to keep going. Let's make this one of our finest hours.

Let me add a personal note. Along with everyone else at THS I am working hard to cope with this crisis. We – and I – will be with you every step of the way. Like most of you I also have a family to worry about. I am a THS colleague, but also a mother, a wife and a daughter. At times like these, the worry list can be long for all of us, there are no exceptions. But I am also convinced that we will get through this, if we do not lose our self-confidence and our energy. It is literally in our hands.

Sincerely,

A handwritten signature in cursive script that reads "Caroline Morin".

Caroline Morin
Chief Executive Officer

MESSAGE from the BOARD CHAIR

Report from April 1st, 2020 to March 31st, 2021



It is an understatement to say that 2020-2021 was a challenging year. The COVID-19 pandemic has affected all of us in ways big and small, however, the display of resilience and responsiveness that our communities shared this year has been truly inspiring. I leave 2020-2021 in awe of the strength, determination, and kindness given by each of you.

Within days of the World Health Organization's official declaration of COVID-19 as a global pandemic, Timiskaming Home Support adjusted program delivery models and redeployed staff accordingly to address the urgent and emerging needs of our district's most vulnerable residents. The experience learned with this declaration prepared THS well for the upcoming and continued threats to our communities that come with COVID-19. Distribution of food increased compared to prior years with the added COVID-19 support from OCSA.

For more than 25 years, Timiskaming Home Support has provided services to the residents of the District of Timiskaming. We continue to be mindful that every dollar we receive represents an investment to strengthen the THS vision and mission. As we focus on the current and future needs of the community, we will further develop our programs to enhance the service delivery models.

While the needs and the incredible potential of our district's residents have never been greater, every day we see the impact of the staff and volunteer generosity. The lasting impactful change we want to see will take time. That is why THS plans for the long term. We can do this because of the incredible faith and foresight of our staff and volunteers who have made permanent commitments to THS. Their legacies will continue changing futures for generations to come.

To all our funders, partners, stakeholders and others who have let us share in their generosity, and on behalf of our dedicated and talented Board, I offer my sincere gratitude. Thank you for inspiring us and for joining us in responding to any future emergency community needs.



Thank you,

Sylvain Guilbeault

Sylvain Guilbeault
Board Chair

BOARD MEMBERS 2020-2021

	<p>Sylvain Guilbeault - Chair</p> <ul style="list-style-type: none"> - THS Board Member since May 2017 - Executive Director of Centre pour enfants Timiskaming Child Care in Haileybury since 2001 - Previous employments consisted of Residential Youth Worker, Adolescent Youth Worker, Funeral Director Assistant and Security Guard - Active volunteer in the community
	<p>Lorraine Brazeau – Vice Chair</p> <ul style="list-style-type: none"> - THS Board Member since June 2020 - Former Property Manager for New Liskeard Non-Profit Housing Corporation and Skyline Living Real Estate - Experience working with a Board of Directors - Board knowledge of programs and policies - Capital and Operating Budgeting - Providing assistance for Seniors - Management skills, building requirements to commercial and residential seniors housing
	<p>René Boudreault - Treasurer</p> <ul style="list-style-type: none"> - THS Board Member since October 2017 - Self-employed in the insurance and investment industry since 1999 and designated as a Certified Financial Planner since 2003. Since then has obtained designations as Certified Health Insurance Specialist, Elder Planning Counsellor and Master Financial Planner - Affiliated with the firm of St-Cyr and Associates since 2004 - Active volunteer in the community
	<p>Robbie Donaldson – Board Member</p> <ul style="list-style-type: none"> - THS Board Member since June 2020 - Community and Spiritual Care Coordinator at the Salvation Army in Kirkland Lake, ON and Timmins, ON (2019-present) - Community Ministries Coordinator with the Salvation Army Thrift Store in Woodstock, ON (2016-2019) - Sales Manager at Grand River Brewing in Cambridge, ON (2015-2016) - Insurance Broker/Producer at Warren Hill Risk Management and Insurance Broker Services in Mississauga, ON (2014-2015) - Server at Tim Hortons in Palgrave, ON (2013-2014)

	<ul style="list-style-type: none"> - Self-Employed at International Show Jumper, horse trainer and breeder in Canada/USA/Europe (2002–2013) - European Human Resources and Recruitment Manager/Sales and Account Leadership at Perot Systems in London, England (1996-2002) - Retail Operations Manager at Jumpers UK Ltd in Henley, ON (1994-1996) - Technical Consultant at Saudi Arabian Equestrian Federation in Riyadh, Kingdom of Saudi Arabia (1982-1994) - Head Instructor at The Equestrian Club in Riyadh, Kingdom of Saudi Arabia (1980-1982) - Horse Trainer at Jokers Hill Stables in King City, ON (1975-1980)
	<p>Maria McLean – Board Member</p> <ul style="list-style-type: none"> - THS Board Member since September 2020 - Public Health Inspector at Timiskaming Health Unit in New Liskeard, ON (2010-present) - Environmental Health Specialist at Timiskaming Health Unit in New Liskeard, ON (2006-2010) - Riding instructor, coach and trainer at local riding stables in New Liskeard, ON, and Haileybury, ON (2000-2018) - Environmental Consultant at Waste Management Consulting Services in London, ON (2005-2006) - Active volunteer in the community
	<p>Logan Tullett – Board Member</p> <ul style="list-style-type: none"> - THS Board Member since September 2020 - Public Health Nurse at Timiskaming Health Unit in Kirkland Lake (2020-present) - Former Street Outreach Worker with the City of Toronto

Community Support Services Department Report

We offer a range of programs and services for seniors and physically disabled adults living in the District of Timiskaming. This year, we helped over 1,500 seniors and physically disabled adults through one or a combination of the following programs:

Meals on Wheels
Adult Day
Assisted Living
Attendant Outreach

Diners Club
Stand Up
Emergency Response
Supportive Housing

Transportation
Home Help
Social Visiting

Post Stroke Recovery Program - in partnership with ICAN

Patient Assisted Transfer to Home (P.A.T.H) - in partnership with Red Cross

Low Acuity – in partnership with ICAN

Peer Support – in partnership with ICAN

The 2020-2021 year has been a time of goal reaching for our key programs. Dorothy Malinowski, Food Services Team Lead along with a committed team of continue to provide nutritious and well-balanced frozen meals to our seniors and physically disabled adults all made from the new Timiskaming Home Support Meals on Wheels commercial kitchen. A big thank you to the City of Temiskaming Shores for giving us exclusive rights to utilize the “Lion’s Den” while we waited to move into our newly renovated kitchen. We continue to meet our goals in serving **20,000 meals** this year, **consistent with the established benchmark** over the last year. During the pandemic, THS also received funding from OCSP to expand on food services. A big thank you to the association!





Our Transportation Program drivers safely delivered essential trips to medical appointments to ensure the seniors and physically disabled adults within the district remained in their homes. Amidst COVID, THS was able to isolate many of the clients by having the same driver assigned to them. This is something that rarely occurs with public transportation or taxis. Crystal Paige, Transportation Team Lead along with her team continue to bring her enthusiasm and resilience to the program which translates to quality service delivery.

Melanie McLean, THS' Adult Day Team Lead continues to promote the Adult Day program across the District of Timiskaming and enhances the program based on client feedback. The program has increased its roster of individuals served over the last year due to the pandemic. Melanie has continued to connect with eligible individuals through the Seniors Centre Without Walls program. There is, however, a strong enthusiasm for face-to-face visits; in fact, THS managed to safely deploy staff in-home to offer Adult Day Services to the most vulnerable clients. We have enhanced and increased the variety of activities in the program to include more guest speakers and a variety of creative entertainment avenues. The clients enjoy them immensely.



Volunteer Services Report

While volunteering has been on hold over the last year, Amanda Breault, THS' newest Volunteer and Marketing Team Lead is excited to introduce a volunteer recruitment program. THS has very slowly started to reintegrate volunteers into operations with the same momentum as the province's reopening initiatives.

Opportunities for Volunteering:

Volunteer recruitment is ongoing for “Meals on Wheels” and “Drivers for Transportation” (just to name a few). Please connect with our **Volunteer and Marketing Team Lead** for details about all of our volunteer opportunities.

Finally, we would like to thank our devoted team of volunteers, donors, funders and staff for their time, efforts and resources in supporting our programs to serve seniors and physically disabled adults.

French Language Services Report

The French Language Services Committee at Timiskaming Home Support/Soutien à domicile works closely with the Chief Executive Officer to ensure:

- Our Agency is in compliance with the French language Services Act.
- Access and continuity of service for the Francophone population.
- We are monitoring and enhancing our ability to connect with the Francophone community through public awareness, advertising and strengthening our relationships with other service providers.
- We deliver services in a way that respects cultural diversity in a manner that is linguistically and culturally appropriate.
- We have completed and submitted the FLS designation application with the Minister of Health and Long Term Care (MOHLTC) and are waiting for a response from the Province of Ontario.
- We have engaged and challenged ourselves in an evaluation of our French language cultural competencies.

We are pleased to report to the membership that the agency is committed to its Francophone community. By continuing to enhance the services we offer and programs we deliver it is our belief that we will continue to reach our francophone community in a positive, inclusive and respectful way.

Thank you !!

Community Partners

City of Temiskaming Shores

Town of Kirkland Lake

ICAN

Red Cross

Timiskaming Health Unit

Centre de Sante Communautaire du Timiskaming

Temiskaming Hospital

Kirkland & District Hospital

Englehart & District Hospital

Temiskaming Shores and Area Chamber of Commerce

Kirkland Lake Chamber of Commerce

North East Specialized Geriatric Centre

Alzheimer's Society Timmins-Porcupine-Serving Temiskaming

Northern College

Collège Boréal

Ontario Community Support Association (OCSA)

Funders

North East LHIN