

HCSS

HOME & COMMUNITY
SUPPORT SERVICES

Annual Report 2020-2021

AGM

June 14, 2021



Virtual is the way to go!

Mission Statement

Home and Community Support Services of Grey-Bruce (HCSS) 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.

Our Purpose is to manage and deliver Ministry of Health approved support services to eligible seniors, and physically disabled adults within Grey and Bruce counties and the City of Owen Sound.

Our Services assist clients to maintain their independence within their community, and their daily lives.

Where to Find Us

HCSS is a not-for-profit multi-service agency, governed by a 10-member volunteer board. A core of 140 professional staff and over 850 volunteers provide community support services to residents of Grey And Bruce Counties.

HCSS serves the Counties of Bruce and Grey. The total population of the area services is approximately 160,000. The largest Centre is Owen Sound, which is where our Head Office is located. HCSS maintains 6 additional sites strategically located in all regions of the two counties. The Bruce Grey area is 70% rural and 30% urban (towns of 1000+). This a large geographic area being 150 km long and 100 km wide with low levels of population density.

HCSS Website—www.hcssgreybruce.com Email: mailbox@hcssgreybruce.com

Phone 519-372-2091 1-800-267-3798

Like and share us on Facebook: www.facebook.com/HCSSGreyBruce/

Our Twitter handle is [@HCSS_Grey_Bruce](https://twitter.com/HCSS_Grey_Bruce)

Our Instagram handle is [hcss_grey_bruce](https://www.instagram.com/hcss_grey_bruce)

2020-2021 Board of Directors

CHAIR: Dave Zago VICE CHAIR: Rose Peacock TREASURER: Rob Hamilton

DIRECTORS: Alison Knight, Cathy Herbert, Kevin Juffs, Mike Abercrombie, Debbie Pegelo, Dave Merkley, Sue McCutcheon

Board Chair's Message

There is a sense of some déjà-vu in this year's message from the board. It was in the summer of 2020 that we were grateful to our staff and volunteers for continuing to do their best to support our clients and caregivers across Grey-Bruce in the early, unknown phases of the pandemic. We were grateful too for our funders and to those who donated funds, supplies and equipment. It was truly a mobilizing effort for all involved.

We want to express our attitude gratitude once again to all of you. It is different more than a year out from the initial phases of the pandemic. Staff with school-aged children have had to manage many priorities. Caregivers who count on in-person support found the pandemic curtailed that capability. Management monitoring continuous updates to all the protocols, testing, waves, opening-closing, stay-at-home, vaccination roll outs were challenged to while maintaining service to clients while and supporting to their teams.

But through it all, Home and Community Support Services and our clients adapted and were resilient. We connected with other groups to help feed people who had difficulty getting a meal. We reached out to others and others reached out to us and we fed people together. We got over our initial trepidation to use the internet and video technology and now connect regularly with folks who might otherwise be isolated. We figured out ways to safely help people in their homes. a way ways to help people safely in their own homes.

Meanwhile, our Executive Director of the past 21 years – Andy Underwood – informed us of his wish to retire. The board began that recruitment work in the fall of 2020 and were successful in finding a wonderful candidate to take the reigns and welcomed Stephen Musehl in May 2021. The board appreciates the professionalism of the staff during that time.



The Board and staff would be remiss if it did not acknowledge and thank Andy for his many years of leadership and dedication to the organization and to the local health system at large. Many have personal anecdotes of Andy's style and contributions and he will be missed in many areas. We all wish him well in his retirement.

The board itself is going through a renewal phase. The board welcomed New members Mike Abercrombie, Debbie Pegelo, Dave Merkley and Sue McCutcheon were welcomed this past year. . Their experiences and know-how are wonderful important additions to an already dedicated group of board members. The board thanks Rob Hamilton and Dave Zago for their service as they step aside after consecutive terms.

We are all is confident that with the continued dedication across the organization, that Home and Community Support Services will take on 2021 with a sense of renewal and continue to lead during the post-pandemic recovery.

On behalf of the Board, thank you for your support.

Dave Zago
Board Chair

Executive Directors Report



This is no doubt my final communiqué as the Executive Director of HCSS. I am writing this on my final afternoon before retirement. I look back on the past 21 years working for this organization and have few regrets, it has truly been a privilege.

I would like to take this opportunity to recognize all of the board members who have supported this organization, provided me with guidance and freely gave up their wisdom and experiences for the good of their communities. These volunteers are often invisible, working behind the scenes for nothing more than the betterment of their communities. As the Executive Director, I have received a lot of accolades over the years for the growth and success of HCSS and these achievements were only made possible by the many who worked as employees and volunteers to fulfil our mission.

Today I feel somewhat melancholy with the thought of leaving my second family behind and all the memories of this place will stay with me as I begin a new chapter. HCSS is well-positioned to meet the challenges of today and tomorrow and I do believe this organization will continue to grow and evolve with the changing needs of our communities. I look forward to following this progress through the Facebook page and when I bump into old coworkers and volunteers in my local travels. Take care and all the best.

Deepest Gratitude

Andy Underwood, Retired



To begin, I would just like to say how honoured and humbled I am to be the next Executive Director of HCSS, following in Andy's footsteps. I certainly hope to continue on his great legacy which he created with HCSS Grey Bruce.

I just want to touch base briefly on this past year. HCSS was able to adapt quickly to the changing times. When our capacity at day away was reduced by 90%, we were able to help the most vulnerable by providing in home respite, increasing use of mobility vans, quickly upscaling our Hot and Frozen Meals on Wheels program and implementing a new service called bundled care, to support people being discharged from the hospital with wrap around community support through us and our partner's.

None of this would be possible without the staff at HCSS. The willingness to change how things were done in the past and do whatever was needed to support our clients and follow all public health practices to ensure the safety of all, was nothing short of amazing. Thank you very much to the HCSS team for providing this service during such uncertain and difficult times. Looking to the year ahead, with high vaccination rates, I very much see HCSS being an integral part to the healthcare system recovery. We are already looking at ramping up our programs and re-introducing more volunteers. To say we missed the 100,000 hours of volunteer service we receive a year, would be an understatement.

HCSS will be a vital part of the Grey Bruce Ontario Health Team as we continue to work with our partners on improving support and helping people live well in their homes and communities.

I am very much looking forward to working alongside everyone to support the people of Grey-Bruce.

Sincerely,

Stephen Musehl, Executive Director

Making a Difference

Case Management

HCSS provides Case Management which is an electronic community health assessment to assist in the care planning process for specific clients living in the community. This service is provided by a registered staff member who meets with potential or existing clients in their homes or hospital prior to discharge if necessary to develop an individual service plan.

This tool is also utilized to identify and track developing health issues which may require additional or more intensive services.

	Year-End March 31	
	2020/21	2019/20
# of Client Assessments	548	637
# of Persons Served	960	590



Adult Day Programs

Day Away provides seniors and adults a day out of their home and gives their family members who are providing care a day off. This program provides socialization and medical monitoring for participants as well as music, laughter and other assisted activities.

	Year-End March 31	
	2020/21	2019/20
# of Client Days (+hours of in Home Respite)	2,881 + 3,678	22,312
# of Persons Served	246	482
# of Volunteers (Unable to use Vols. Due to Covid)	1	176

Friendly Visiting/Telephone Reassurance

Volunteers visit and/or call socially isolated individuals in their homes.

	Year-End March 31	
	2020/21	2019/20
# of Visits	1,785	619
# of Persons Served	104	26
# of Volunteers	44	34

Making a Difference

Meals on Wheels

Hot nutritious meals are delivered by volunteers to the homes of people unable to obtain /prepare their own meal. Frozen meals are available for days that hot meals are unavailable and for people living in outlying areas where hot meals are not available.

Year-End March 31

	2020/21	2019/20
# of Meals Served	75,679	58,694
# of Persons Served	1,318	846
# of Volunteers	381	504



Transportation Services

Transportation is a support service which provides scheduled transportation for defined, non-emergency medical and social appointments. Transportation is provided to individuals who meet the eligibility criteria by trained volunteers using private vehicles and paid drivers using wheelchair accessible vans. There is a nominal client fee for the service based upon the distance and funding.

Year-End March 31

	2020/21	2019/20
# of Trips	7,169	50,624
# of Persons Served	1,854	1,362
# of Volunteers	25	192



Housekeeping/Home Help

This support service delivers housekeeping to individuals who live in their own homes and are unable to maintain household chores or prepare adequate nutrition.

Year End March 31

	2020/21	2019/20
# of Hours of Housekeeping	8,896	15,678
# of Persons Served	583	560



Making a Difference

Overnight Relief/Respite

The Overnight Relief/Respite program is available every weekend, alternating between our Hanover and Owen Sound Day away locations. This service offers caregivers a scheduled break, leaving the care of their loved one in the capable hands of qualified and caring staff. This weekend program can accommodate up to three clients in Hanover and 4 clients in Owen Sound from Friday to Sunday in Hanover and Friday to Monday in Owen Sound. Clients arrive around 2:30 p.m. on Friday and head home at 2:30 p.m. on Sunday or 10:30 a.m. Monday. Clients may also attend the Day Away Program on the Friday or Monday from 9:30 a.m. to 3:30 p.m. Meals and snacks plus planned activities round out the program.

Year-End March 31

2020/21 2019/20

of Client Days

60

475

of Persons Served

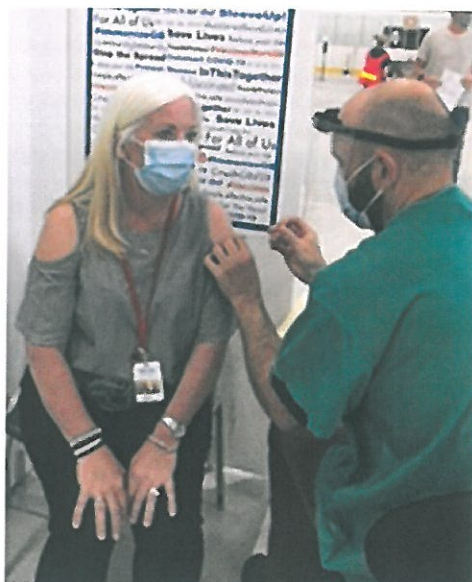
53

50



Vaccination!

The best protection against COVID





HCSS Service Delivery Highlights

"Ultimately, the greatest lesson that COVID-19 can teach humanity is that we are all in this together."

Kiran Mazumdar-Shaw

We are in this together and continue to strive to do our best in the midst of this Pandemic. HCSS staff have worked tirelessly to support the most vulnerable in our communities. We have agonized over how to support our clients, their families and caregivers who were the most in need over the past 16 months. We have lost sleep, cried, stressed and became the champions of out of the box thinking. Whether it be, adding a new In Home Respite Program or adjusting policies, procedures, and practices to accommodate Ontario Health, Public Health or HCSS protocols, we have managed to prove that we can do this, together as one! I can't be more proud of our agency.

Day Away Programs

We continue to work closely with our Public Health Unit to increase our numbers in our Adult Day Programs. We have been developing new practices, learning new processes and following the best Infection Prevention and Control procedures to support our clients, families and their caregivers. 85% of our Adult Day Program staff will be fully vaccinated by mid June and we will be able to expand our numbers of clients attending our Day Away Programs to 5 clients per day. Although this seems like a small number it is a great milestone since we were only permitted 2-3 clients per day in the past several months. We continue to work to ensure we are co-horting clients with staff and are hoping to see as many of our clients vaccinated as possible. Education is a key to calming the fears of those hesitant about getting the vaccine. We continue to encourage vaccination as the best prevention of COVID 19 and the variants. We continue to do frequent check in's and offer virtual programming as well as In Home Respite

as an alternative to attending the Day Away as our numbers are limited. Technology has definitely been an asset during the past year with weekly zoom usage. Tablets purchased last year have also been useful for those clients who did not have access to a computer. We were able to supply them with a tablet to enable them to join in the virtual programming.

Our **Life after Stroke Day Program** continues to run, with virtual training for those clients who are not attending the program weekly. It also is a support for all those clients that miss the social aspect of the program as they can see each other weekly. Staff continue to work with those clients with aphasia on those programs virtually. This has worked well. We continue to see 3 clients in the morning and three clients in the afternoon in the program each Wednesday. By dividing the day in two we can support more clients and still follow best practices. Lots of work, but happy to be seeing our clients supported in whatever way we can! We continue to advocate for expansion in our Day Away Programs.

Overnight Respite Program

We are ramping up the number of clients that can attend the overnight program. We can now serve 4-5 clients in Owen Sound and will be going back to offering 3 night weekends in July.

Hanover will continue to serve 2-3 clients for two nights in their program.

Housekeeping

We continue to move forward in our Housekeeping Program. We are seeing some hesitancy to start back up with the program in clients homes. It is hoped that in the next couple of months with the decrease in cases in our area, more clients will want to resume services. We continue to struggle with hiring housekeepers in some areas, but are working with our communities to promote our services and advertise for more housekeepers. Facebook and our new website continue to be helpful in this manner.



HCSS Service Delivery Highlights

A bit about Grey Bruce Central Intake!

Community Support Services (CSS) Central Intake is designed to streamline processes for client/caregivers as it relates to CSS services. This is accomplished by: providing a single intake for a multitude of Ontario Health funded community based services and programs. This intake provides more than just a referral, but actually registered the client/caregiver for those services. In the past client/caregivers would have had to call multiple organizations and complete multiple intakes asking virtually the same questions. Data shows that 55% of the time clients who call for one service end up ultimately registering for other services they didn't know about, but were discussed at intake. We continue to see growth in this program with a number of referrals coming in each day. It has proven to be a benefit to many of our and our partners' agencies.

Bundled Care

CSS Bundled Service is a program that began in Grey Bruce in mid December. It is a comprehensive approach to ensure successful discharge. It provides patients with access to a menu of free services for a short period thus giving them time to rebuild their strength and regain their ability to live independently. At the end of the period, they can choose to continue service (with services fees), or discharge.

Base Bundled includes CSS Intensive Care Planning plus at least 2 of the following services:

- Home at Last (discharge support)
- Two weeks of free Meals on Wheels (hot or frozen)
- Home Help (up to three hours over a three week period as needed)
- Transportation (2 medical rides within 6 weeks)

- Caregiver Support resources, as needed This base bundle may be supplemented with additional CSS Services as needed, which may also include access to resources

through the CSS Fund for equipment and respite needs.

Our HCSS Care Planner has been heavily involved in supporting these patients with their needs post discharge. It has been an asset to these families but these high supports were not expected. It is however a sign of the crisis in the community for needed support.

Although we have received additional funding to be able to continue services until the end of September we are advocating for continuation as it is a much needed service and builds the patients confidence to return home with much needed services. Families are appreciative of the support for their loved ones.

In Home Respite

This is a service we are providing to families for clients who are hesitant to attend due to the pandemic or have loved one's who cannot social distance or may have behaviours that limit their ability to attend the Day Away Program at this time. They still need the supports in the home to give them a much needed break. This program has been made available through surplus Day Away and Transportation funds due to limited protocols in both programs. We are advocating for funding to continue to support individuals, families and caregivers as we have found this a fantastic alternative to Day Away.

Jo-Anne Cook



HCSS Service Delivery Highlights

Meals On Wheels

Our hot and frozen meal programs have increased substantially since the pandemic started. We have also centralized our frozen meal distribution to our Main Office in Owen Sound in the spring of 2020, instead of having FM delivered to our ADP sites across Grey Bruce. This has added a new task of delivering frozen meals around GB, but with the ongoing support of the TR department and willingness of staff, we have been able to make it work!

Our department has also had the ability to create partnerships and work with other agencies across Grey-Bruce to help the most vulnerable. We received funding to donate frozen meals to fellow agencies throughout 2020, which has made very positive impacts across our entire region.

Our MOW team has worked very hard to make sure that everyone who has needed food throughout this pandemic receives help or information, and they take great pride in their roles. They will go above and beyond (deliver meals themselves if necessary) in order to make sure that our service is provided to those who need it. Thank you for all of your hard work!

Friendly Visiting

This year Friendly Visiting had to transition into remote connections, since face-to-face was no longer safe for our volunteers and clients. Polly coordinated our matches to move towards conducting visits over the phone. A lot of our matches have transitioned over seamlessly, others preferring only face-to-face visits, and will continue their relationship once restrictions lift.

The telephone visits are allowing our active volunteers to take on additional FV matches to help reduce loneliness even more. Our volunteers have mentioned that it's easier to phone multiple people than physically go and visit multiple people – it is less exhausting so they have been willing to take on new

matches, which is wonderful for our clients!

During the fall of 2020, we created and launched the new FV pen pal program, Adopt-a-Grandparent. This program was created because of the increasing isolation and loneliness caused by the pandemic across all generations. This program matches a senior with a student at a local school or with a local family. The grandparent and student/child write letters once a month and build a relationship throughout the school year. We have had great enthusiasm and feedback from schools, with some including this program as part of their curriculum for their next year's class! It is also a program that continues despite closures and brings a lot of happiness and connection to both sides. The FV department continues to make sure that children are receiving their letters with their school curbside pickup - thank you!

Volunteer Coordination

Since March, the position of the Volunteer Resource Coordinator has been vacant. Volunteer onboarding and management has been steady and consistent throughout the pandemic. We have been able to adjust our programs to still include volunteers to the best of our abilities, while keeping everyone safe and following restrictions, all while onboarding new volunteers! The pandemic and our new partnerships that have sprouted from working together with other agencies, has allowed our name to become more familiar across Grey-Bruce, which has made a positive impact with new volunteer applications. It has been really nice to know that despite extreme times, individuals in our communities are still willing to be courageous and volunteer to help others.

I am very excited to say that we do have a new hire starting soon! What a wonderful way to start this new year!

Carolyn Laitinen



HCSS Service Delivery Highlights

Transportation

HCSS Transportation continued to provide rides during the pandemic, initially with agency vehicles only. As we put a plan together following all public health recommendations we were able to bring back 25 Volunteer drivers out of an estimated 150 drivers pre-Covid. We are now happy to report that we are gradually bringing back all of our volunteers that are comfortable with driving and at the same time, follow Public Health guidelines.

We owe the agency drivers a big "Thank you" for all the shifts they have been taking during this time and for the driving that they have done. We were the only wheelchair accessible agency travelling outside of Grey and Bruce during this pandemic. A very dedicated crew to say the least.

With the frozen meal program being centralized in Owen Sound, the transportation service has been working cooperatively with that department to drive the frozen meal orders to Hanover/Durham/Markdale/Port Elgin. At those points, the frozen meal staff meet with the volunteers to distribute the meals to be delivered to the clients.

Unfortunately, due to a decrease in rides, we went from having 4 schedulers to 2 and their daily duties have changed quite a bit. We are working together with other community partners, as well looking to increase the rides, with the gradual re-opening of Ontario, we do anticipate that more people will call for medical appointments and rides for shopping, etc.

Cathy Stoddart



Goldcare

HCSS has been using the same client/staff/volunteer database for almost 20 years now and it has not kept up with meeting the needs of our agency. After exploring different options and consulting with other community service agencies similar to ours, we have decided to implement a new software called Gold Care. The process of implementation began in early March 2021 and will create a number of efficiencies within the agency that will benefit staff and volunteers but in particular, our clients. Clients will be able to log onto their account and check on the status of their service, order meals, etc. Gold Care will create efficiencies for staff by having all forms in one location, run multiple reports, see the clients care plan as a whole, for instance, if a client is attending Day Program, the staff will see that they are getting their frozen meal delivery the next day and remind the client of it. Invoicing, staff scheduling, vacation requests can all be completed in Gold Care. There will be less searching for information, easier documentation and auditing of care plans. This is an exciting project for HCSS and although there is much work to be done - it will be worth it!

Marg Johnson





HCSS Service Delivery Highlights

Finance/Human Resources/Payroll

This past year presented the Finance and Human Resources team with new challenges which the team confronted with grace and tenacity. For the first time in our history, we completed two audits remotely and retooled our processes to limit the number of staff in office and reduce the risk of inter-office transmission. The team also welcomed a new role with the addition of the Office Manager position in March 2021. This role was implemented to assist the Executive Director with managing the day to day business of HCSS; allowing the Executive Director to focus on growing the business. The Office Manager serves a member of the senior leadership team and leads the Finance, Human Resources and Payroll teams while providing IT Support and managing the company supply chains and regulatory compliance. Currently projects ongoing within the department include the rollout of Gold-Care, the expansion of the HCSS Employee Portal and the HCSS Mindfulness Program.

Ryan Gibbs



Service Awards

2020

Nicole Lang
Linda Girdler
Josefina Carinena Grau
Christine Neary
Beth Juffs
Erica Neerhof
Janice Lobbezoo

Colleen Benninger

2021

5YR

Susan Donohue
Paula Gurney
Amy McNabb

10 YR

Sharon Thompson
Deyanne Kenny
Derek Cochrane
Marjie Van Dyk
Barb Hanley

15 YR

Tara Sylvest
Leanne Paddon
Caroline Draper
Karin Hope
Ashley Topaczewski

20 YR

Carrie Fortney
Carol Cornfield
Andy Underwood

Statement of Financial Positions as at March 31st

	<u>2021</u>	<u>2020</u>
ASSETS		
Current		
Cash	1,033,774	555,448
Accounts Receivable & Prepaid Expenses	<u>237,309</u>	<u>507,321</u>
	1,271,083	1,062,769
 Capital		
Property and Equipment (net)	<u>704,852</u>	<u>842,260</u>
	<u>1,975,935</u>	<u>1,905,029</u>
 LIABILITIES & FUND BALANCES		
Accounts Payable & Deferred Revenue	892,005	758,848
Deferred Contributions for Capital Assets	666,986	793,927
Invested in Capital Assets	66,606	77,037
Reserve Fund	<u>350,338</u>	<u>275,181</u>
	<u>1,975,935</u>	<u>1,905,029</u>

Statement of Operatons for the year ended March 31

	<u>2021</u>	<u>2021</u>
REVENUES		
LHIN/MOHLTC Funding	4,100,987	4,110,967
LHIN/MOHLTC One Time Funding	165,454	277,954
Client Fees	748,853	1,526,962
Other Income	<u>296,617</u>	<u>130,961</u>
	<u>5,311,964</u>	<u>6,046,844</u>
EXPENDITURES		
Building Occupancy	383,178	402,772
Food Purchases	533,311	599,158
Travel	221,517	874,364
Wages	3,106,957	3,312,629
Other Expenses	725,174	857,921
Amortization net	<u>10,464</u>	<u>6,564</u>
	<u>4,980,604</u>	<u>6,040,280</u>
Recovery by LHIN	<u>341,828</u>	<u>0</u>
SURPLUS (DEFICIT) = net amortization	<u>-10,467</u>	<u>6,564</u>

Last year this picture was on the front of our Annual Report, this year I put it on the back to represent the last year. We survived! We can't thank you enough for all off your dedication to our clients, caregivers and families and to the support you have shown to your coworkers. Adding this to the end of the report represents hope for the future. WE are in this together and we will continue to work to support each other in the coming months and years. Thanks you everyone for all you do!

"Life doesn't get easier or more forgiving, we get stronger and more resilient"

Steve Maraboli

