

Community Impact Report 2023-24



**A Community that
is cared for,
always**



Message from Board Chair and CEO

2023-2024 has been a milestone year for us at L2C. We are very excited about the new and expanded programs and services we have introduced into our communities and the partnerships we have created with other like-minded organizations. These innovative programs and partnerships are a reflection of the organization's dynamic approach to community service and they were inspired by our new three year strategic plan which was completed in 2024. We are well on our way of achieving the goals and objectives laid out in our strategic plan.

Our success is measured by the level of care we provide to each and every one of our clients. The success stories in this report are a testament to the benefits of our programs and to the incredible staff and volunteers we have at L2C. We would not be able to provide these programs if it weren't for their dedication and commitment to our core values. In 2024 we received the honor of being recognized as a 'Great Place to Work, an award given to only a select few companies in Canada. The effective implementation of our Community Wellness Hubs and the expansion into Oakville and Halton Hills demonstrate our growing influence and the trust placed in us by the communities we serve. These milestones showcase our ability to excel and evolve in a dynamic landscape.

Bruce Catoen
Bruce Catoen
Board Chair

Lisa Brading
Lisa Brading
CEO

As we look to the future, we are filled with anticipation for the opportunities that lie ahead. Our continued focus on innovation, strategic partnerships, and program expansion is guided by a clear vision – to be an integral component of the health and social care systems. The ambitious objectives outlined in our new strategic plan are more than just goals; they are the stepping-stones to a legacy of excellence and leadership in our sector.

We extend our profound gratitude to our staff and volunteers, whose tireless efforts form the backbone of our accomplishments. We also thank our clients and partners, whose trust and collaboration have been invaluable. Through our united efforts, we will navigate the changes ahead and seize the opportunities that promise to elevate us to new heights of success. Together, we are charting a path of continuous improvement and a community that is cared for, always.

BOARD OF DIRECTORS

EXECUTIVE

Bruce Catoen, Board Chair
Derek McNally, Board Vice-Chair
Sally Blackwell, Board Treasurer
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DIRECTORS

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6,908

Unique Clients Served in
Halton Region, Mississauga,
and Etobicoke.*

4,700

Seniors & Adults with Disabilities
Supported in Halton Region,
Mississauga, and Etobicoke.*

21,131

EarlyON Visits* by Children,
Parents and Caregivers.

131

Before and After School
Care Students.*



**A Community that
is cared for,
always**

*2023-24 fiscal

Strategic Plan 2024-2027

OUR MISSION

To enhance well-being through access to care and connections.

OUR VISION

A community that is cared for, always.

OUR VALUES



Respect

We value and honor the inherent dignity and worth of every individual.



Equity

We embrace a diverse, equitable and inclusive environment for every person, in every community.



Integrity

We conduct ourselves with honesty and uphold our values in all our actions.



Dedication

We have a high-level of commitment and accountability to our clients, employees, partners and communities.



Innovation

We strive to continuously seek new and better ways to deliver programs and services.

Strategic Directions

Our strategic directions provide us a platform to identify and harness our strengths to focus our organizational capacity for enhanced impact in the future.

BE A GREAT PLACE TO WORK



Support for our clients starts with support for our team.

A strong, healthy and supported team is better equipped to provide the level of care for which we strive. To best serve our clients, we need to be properly resourcing and supporting our organizational team. Recruiting and retaining top talent is an important way for us to strengthen our organization and show our team how valuable they are. We will develop a comprehensive people strategy, competitive compensation, and will ensure our team is properly equipped with the necessary resources. Being a great place to work means intentionally living out our values through the positive organizational culture we foster.

BE THE PROVIDER OF CHOICE



Deliver excellent Programs and Services to build brand awareness and drive Impact.

At Links2Care, our clients, employees and community are at the forefront of everything we do. Ensuring our clients have quality programs and services is crucial to bringing value to the clients we serve. An essential part of enhancing the accessibility of our programs and services is for Links2Care to be a brand well-known by the community and stakeholders. Promoting our programs and building awareness of our work will help us reach more community members. As a result, Links2Care will be a leader and provider of choice in the communities we serve.

GROW OUR PROGRAMS AND SERVICES WITH INTENTION



Strategically grow our programs and services to better meet the complex needs of the community.

With a rapidly growing need for increasingly complex care in our community, it is important to recognize our capacity limitations and the emerging opportunities. We need to align our growth with an informed approach in specialized areas. To focus on this growth, we commit to making informed decisions by leveraging internal and external data to identify critical needs in our community, and opportunity within our programs and services to better collaborate with community partners.

ENSURE FINANCIAL AGILITY



Diversify our funding sources to better serve the changing needs of our community.

As our community grows and evolves, so will the needs of our clients. In order to continue addressing the complex needs of our clients, it is important to be financially agile. Looking ahead, we will utilize existing funding efficiently and explore new funding that will afford us the ability to be flexible in the way we design and deliver our programs and services in the future.

190

Volunteers

129

Front Line Employees servicing clients in the community: navigators, RECEs, EA, HUB Coordinators, PSW and HSWs.

13

People Leaders

11

Administration, HR, Scheduling, Finance



Our People; Our Strength

In the quiet moments—the ones that don't make headlines or trend on social media—our employees and volunteers shine brightly. They are the heartbeat of Links2Care, the unsung heroes who weave compassion into every service we provide.

Why are they so vital?

- 1. The Backbone of Our Organization:** Like sturdy bridges, our team connects people to care. They navigate complex challenges with empathy, ensuring that no one feels alone in their struggles. Whether it's a comforting word, a warm meal, or a helping hand, they build the foundation upon which our impact rests.
- 2. The Ripple Effect:** Every act of kindness creates ripples. When our volunteers spend an afternoon with a senior, when our employees advocate for a child's well-being, or when they rally together during community events, those ripples spread far beyond the moment. They touch lives, families, and neighborhoods, creating a web of care that strengthens our community.
- 3. Success Woven in Care:** Our achievements—the smiles of a child receiving a backpack, the relief in a caregiver's eyes, the resilience of a family facing adversity—are not solitary victories. They are collaborative triumphs, stitched together by countless caring hands. Our success story is written in compassion, and our employees and volunteers hold the pen.

So, to each one of you: **THANK YOU**

Thank you for the late nights, the extra miles, and the unwavering commitment. Thank you for being the heartbeat that keeps our community thriving. You are the reason we can proudly say, "We care."



Achievements:



1. **Great Place to Work**
2. **Best Workplaces in Canada and Managed by Women**

About Great Place to Work®

Great Place To Work® is the global authority on high-trust, high-performance workplace cultures with a mission to build a better society by helping companies transform their workplaces.

About Best Workplaces™

Using the Trust Index™ employee survey, GPTW measures the core of what creates great workplaces — key behaviours that drive trust in management, connection with colleagues, and loyalty to the company: Credibility, respect, fairness, pride, and camaraderie.



Great Place to Work®

Great Place to Work® 2022, 2023.

Best Workplaces™

Links2Care secured a coveted 85th position on the prestigious 2024 Best Workplaces™ in Canada List, for companies with 100 - 999 Canadian employees.

Best Workplaces™ Managed by Women 2022, 2023.



Achievements: WSIB



As part of our commitment to: a proactive Health & Safety culture and to our value “Innovation”, we are always looking for ways to improve Links2Care’s health and safety initiatives and programs.

About WSIB HESP (Health & Safety Excellence Program):

The WSIB Health and Safety Excellence program helps make workplaces safer.

Benefits of being part of this program:

- Reduce the risk of injuries and illnesses, and lessen the impact on our business when they do occur.
- Improve businesses’ reputation by showing their commitment to health and safety.
- Boost employee confidence, morale and productivity.

WSIB

In March 2024 Links2Care successfully achieved the WSIB’s Health & Safety Excellence Program (HESP). Participation in this program ensures that we review our practices and continue to make our workplace safer.



Meals Delivery Program: Essential Support for Our Community

Report Provided by:
Annika Selwyn- Meals Coordinator



Overall Impact

The Meals Program has been instrumental in addressing food accessibility and promoting the health and well-being of our community members. By offering a variety of meal options and delivery times, we cater to the diverse needs of our clients, ensuring that no one goes hungry. The program also fosters a sense of community and support, as our delivery volunteers often provide much-needed social interaction and safety checks.

13,437

Meals served: 7654 Hot
Meals and 5783 Frozen
Meals**

** Does not include Congregate Dining



Wheels to Meals Program: Monthly lunch at a local restaurant within the community:

- Goals: fighting isolation, coming together, meeting new people, and socializing.
- Clients are very appreciative of the service, we usually have around 35 people coming together.

"I love the lunch-on! It is so much fun and I can get out of the house and meet people."
Marion F. (Happy Client)



Congregate Dining- social gatherings/lunches at 4 designated buildings in Georgetown and Acton:

- Goals: provide opportunities to get together, socialize, enjoy a yummy and nutritious meal, and have the comfort of being served. For more vulnerable clients, who can't get out the building easily it can be one of the rare opportunities to socialize.
- 285 participants



Supporting Well-Being: Wellness Hub



The Community Wellness Hub is a free program dedicated to supporting individuals in need, whether through a conversation, a referral, or simply providing a listening ear. As the Wellness Hub in Georgetown is just getting started, it is already making a significant impact by connecting clients with essential resources and community support.

Overall Impact:

- The Community Wellness Hub is designed to meet clients where they are, offering timely and compassionate support. By providing a safe and welcoming space, the Hub helps individuals navigate their challenges and connect with the resources they need.
- The Hub is a vital resource for the Georgetown community, providing essential support to those in need. As the program continues to grow, it will undoubtedly become an integral part of the community's support system.



Key Benefits:

- **Personalized Support:** Each client receives tailored assistance based on their unique needs, whether it's a conversation to alleviate loneliness, a referral to a specialized service, or just someone to listen.
- **Community Connections:** The Hub fosters strong community ties by connecting clients with local resources and services, enhancing their overall well-being.
- **Accessibility:** As a free program, the Wellness Hub ensures that support is available to everyone, regardless of their financial situation.



Report Provided by:
Emily Calcada
Community Wellness Hub
Coordinator

Families Connect: Strengthening Community Bonds



GOAL: To bring families together during the first Wednesday and Thursday of every three months.

HOW IT WORKS: This initiative provides a free meal and a special activity, such as a bonfire and hot dog roast, to promote health and wellness within families and foster connections with other families in the community.

EVERYONE IS WELCOME: Families Connect is inclusive, welcoming those who may not identify with our Mom's Connect or Dad's Connect programs. As family dynamics continue to evolve in the Halton Hills community, FC offers a space for all family members to come together and share meaningful experiences.

A minimum of 20 families participate in each FC event, highlighting the program's positive impact on our community.



December 6, 2023
Georgetown EarlyON
49 participants
Families Connect Holiday Dinner



March 7, 2024, Acton EarlyON
60 participants

"Thank you, Julie and LeeAnn so much for an excellent night outside. Oliver had a great time, as did I. Hope you all felt it was a success. See you again around the centre."
Amy (Happy Attendee)

Report Provided by:
Jennifer MacArthur, RECE
Supervisor, EarlyON Child and Family Centre, North Halton

Doreen's Story: Friendly Visiting and Shop Assist Volunteer Program



Since 2005, Doreen has been part of Links2Care community, benefiting from a variety of our services. Living independently in Georgetown and being wheelchair-bound, socializing and getting out has become increasingly challenging for her. This led her to join our Friendly Visiting program, where she has connected with numerous volunteers over the years, forming meaningful friendships. She has expressed her joy in being part of this program and eagerly looks forward to her weekly visits.

In 2020, she also became a member of our Shop Assist program, designed to help those in need of groceries who are unable to shop on their own. With limited access to public transportation, she faced difficulties in obtaining groceries. Through the Shop Assist program, volunteers deliver fresh food to her door weekly, significantly improving her quality of life. She has shared her deep appreciation for the volunteers and Links2Care for providing these essential services.



VOLUNTEERS

"I am so thankful for all their services which keep me independent in my home. They do so much for me, this is the least I can do for them (sharing her story)."
Doreen W.

Report Provided by:
Skylar Micallef
Volunteer and Friendly Visiting
Coordinator

My Journey to Success with LINKS2CARE



In 2019, I moved to Canada as an international student, leaving behind my family and comfort zone. With determination, I navigated the challenges of a new country and education system. Finding employment and housing was tough, but I persevered, initially working in factories and at Tim Hortons while pursuing my studies.

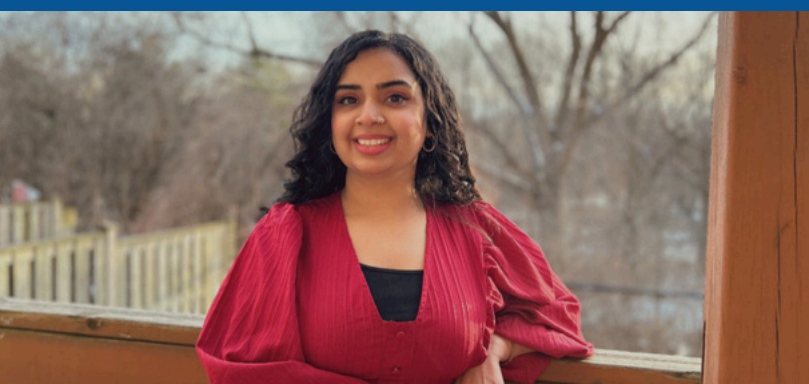
During the COVID-19 pandemic, I worked as a Personal Support Worker in a long-term care facility. A significant milestone was purchasing my car, a testament to my hard work. In 2021, I joined Links2Care as a part-time Personal Support Worker, balancing both jobs before being offered full-time hours. This transition allowed me to focus on my career goals, including obtaining my Registered Nurse license.

My journey with Links2Care has been transformative, allowing me to grow both personally and professionally. I've met incredible individuals from diverse backgrounds and learned about different cultures, languages, and skills. To connect with clients who spoke different languages, I used Google Translate and even learned a few words in their languages, including Romanian. One client loved knitting, so I learned to knit, which helped me build a stronger relationship with her.

I'm especially grateful for my supervisor's unwavering support, especially during a challenging period last year when I was struggling with health issues. With Links2Care's support, I completed the necessary paperwork for my Permanent Residency in Canada and had time to study with a flexible schedule. After passing the NCLEX exam on my third attempt, I achieved my dream of becoming a Registered Nurse. Shortly after, I received my Permanent Residency status, a testament to my dedication and commitment.

To anyone reading my story, I hope you're inspired to chase your dreams, no matter how impossible they may seem. It's okay to be scared, but don't let fear hold you back. Leap, and watch your dreams unfold.

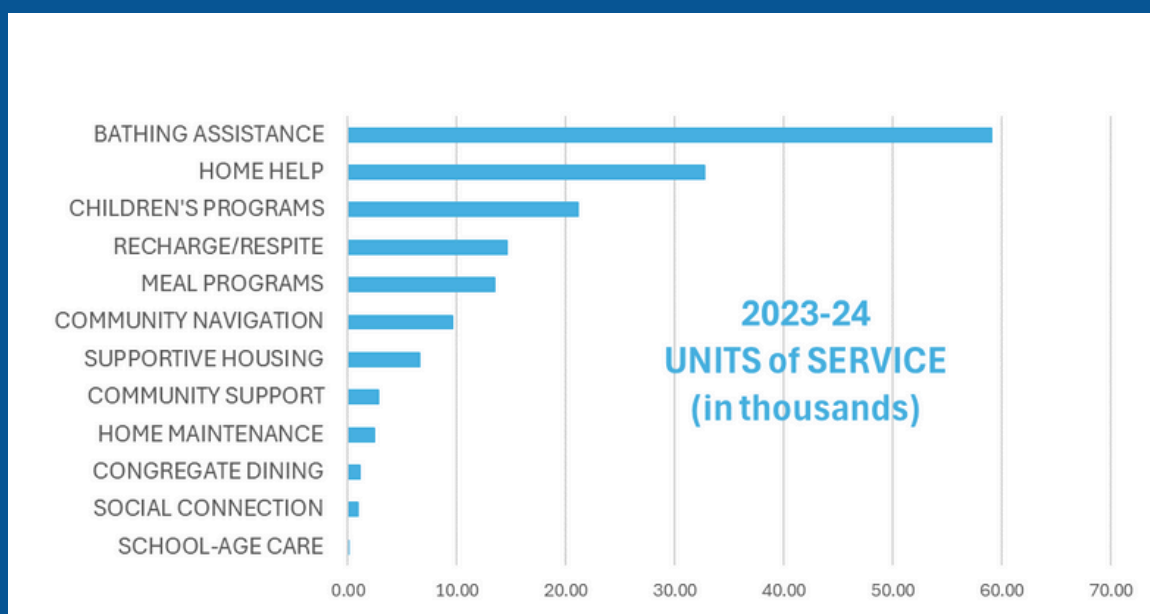
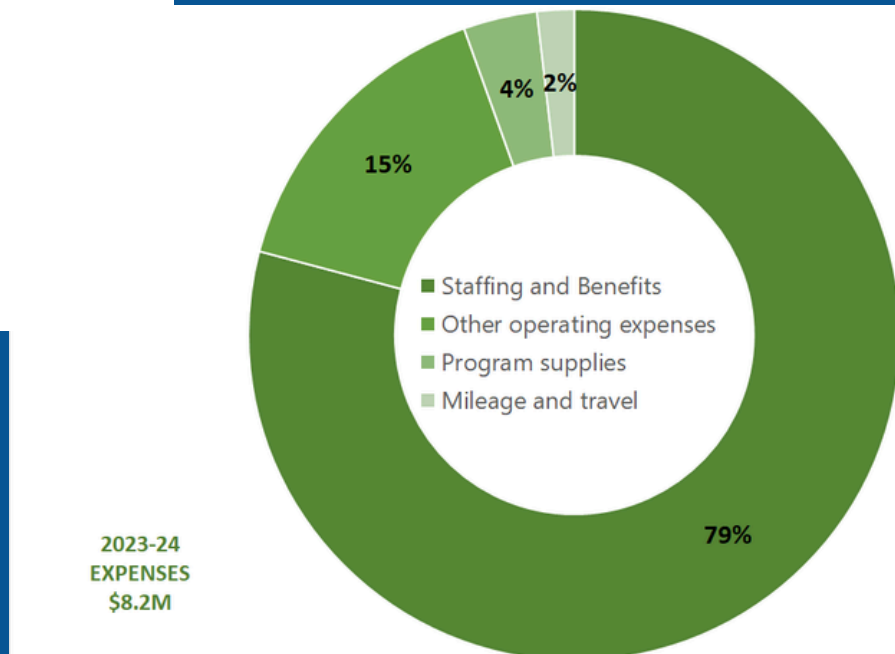
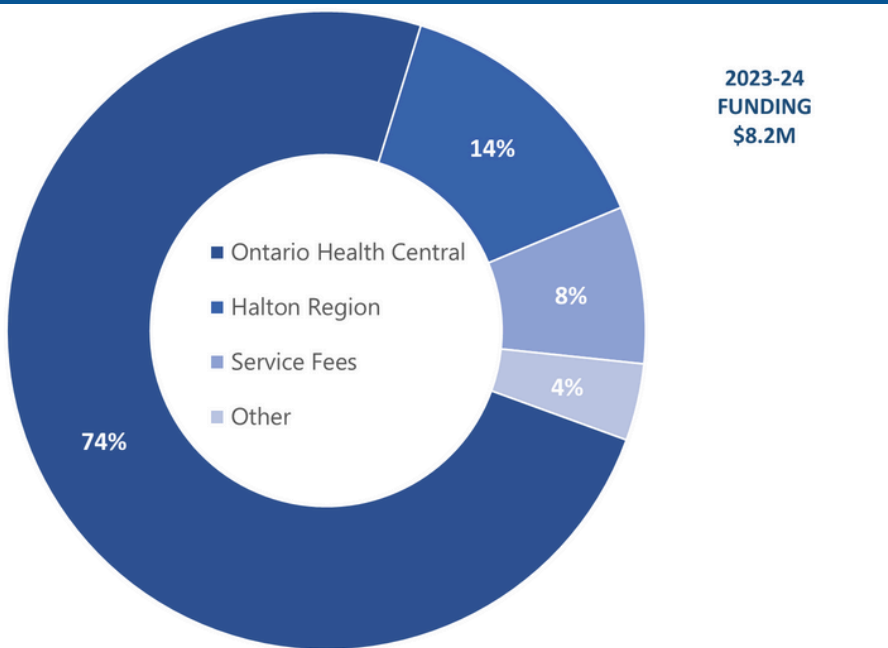
Remember, every great achievement starts with a single step, and each step forward brings you closer to your goal. With determination, hard work, and the right support, anyone can achieve their dreams. Keep shining, keep pushing, and most importantly, keep believing in yourself.



Personal Successful Journey by:
Lovepreet Kaur Dhunna (Love)
RN and PSW

Revenues and Expenses

2023-2024



Acknowledgements

We extend our deepest gratitude to our funders.



**Ontario
Health**

Ontario



United Way
Halton & Hamilton



We thank you for your
continued support of
our programs.

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