

TABLE OF CONTENTS

Agenda – December 3, 2021.....	2
RIPA DRAFT Minutes – August 31, 2021.....	3
Discussion Paper #4 – Housing and Affordability.....	7
Community Grant Program Final Report Summary.....	29
Report – Second Stage Housing.....	34
Report – STEAM Centre.....	67
Report – Multi-Service Centre.....	96



Rural Initiatives/Planning Advisory Committee Meeting

Friday, December 3, 2021

1:00 P.M.

Meeting to be held in-person/electronically.

Agenda

1. Approval of Agenda
2. Approval of the Minutes from August 31, 2021
3. Disclosure of Pecuniary Interest and the General Nature Thereof
4. Discussion Paper #4 – Housing and Affordability – Manager of Planning
5. Community Grant Program Final Report Summary – Manager of Administrative Services
6. 2022 Community Grant Program Allocations – Chief Administrative Officer
7. Correspondence
8. Date of Next Meeting
9. Adjournment

DRAFT MINUTES

Rural Initiatives/Planning Advisory Committee Meeting

Date: August 31, 2021
Location: The meeting was held in a hybrid in-person/electronic format with Committee Members and staff participating as indicated below.
Time: 9:00 A.M.

Attendees: *Members of the Rural Initiatives/Planning Advisory Committee*

Councillor Ed Ketchabaw, Chair (in-person)
Councillor Sally Martyn (electronic)
Councillor Dominique Giguère (in-person)
Donna Lunn (electronic)
Warden Tom Marks (in-person)

Elgin County Staff

Chief Administrative Officer, Julie Gonyou (in-person)
General Manager of Engineering, Planning & Enterprise, Brian Lima (in-person)
Manager of Planning, Nancy Pasato (in-person)
Manager of Administrative Services, Katherine Thompson (in-person)
Legislative Services Coordinator, Jenna Fentie (in-person)
Legislative Services Coordinator, Carolyn Krahn (in-person)

1. Call to Order

The Rural Initiatives/Planning Advisory Committee met this 31st day of August, 2021 at 9:12 A.M.

2. Approval of Agenda

Moved by: Warden Marks
Seconded by: Councillor Martyn

Resolved that the agenda be approved as presented.

- Motion Carried.

3. Adoption of Minutes

Moved by: Councillor Giguère

Seconded by: Councillor Martyn

Resolved that the minutes of the previous meeting be adopted.

- Motion Carried.

4. Disclosure of Pecuniary Interest and the General Nature Thereof

None.

5. Discussion Paper #3 – Manager of Planning

The Manager of Planning presented a discussion paper on the Elgin Natural Heritage Systems Strategy, Source Water Protection, and Environmental Policy Amendments.

Moved by: Councillor Martyn

Seconded by: Councillor Giguère

RESOLVED THAT the discussion paper be approved as amended;

THAT it be circulated to the Local Municipal Partners for their review and consideration;

THAT a public meeting or meetings be held in order to gather feedback from the public;
and

THAT this feedback be shared with the Committee and Council in order to help determine options for implementation.

- Motion Carried.

6. Community Grant Program Updates and 2022 Community Grant Program Launch – Manager of Administrative Services

The Manager of Administrative Services provided an update on the status of festivals, events, and programs organized by community services providers and funded by the Elgin County Community Grant Program.

The Manager of Administrative Services also presented the 2022 Community Grant Application packages to the Committee for their review and endorsement.

Moved by: Councillor Martyn
Seconded by: Councillor Giguère

RESOLVED THAT the August 19th, 2021, report titled, Community Grant Program Updates and 2022 Community Grant Program Launch, submitted by the Manager of Administrative Services, be received and filed for information;

THAT the modified grant requests be considered after submission of the grant recipients' final reports;

THAT staff be directed to request the return of grant funds from events that have been cancelled; and

THAT the Community Grant Program application packages Community Services and Festivals and Events be approved and that staff proceed with implementation of the 2022 process beginning on September 1, 2021.

- Motion Carried.

7. Correspondence

None.

8. New Business

None.

9. Date of Next Meeting

The Committee will meet again on September 14, 2021 at 1:00 P.M.

10. Adjournment

Moved by: Councillor Martyn
Seconded by: Councillor Giguère

Resolved that the meeting adjourn at 9:59 A.M.

- Motion Carried.



Julie Gonyou,
Chief Administrative Officer/Clerk.

Ed Ketchabaw,
Chair.

Discussion Paper #4

County of Elgin Official Plan 5 Year Review

Housing and Affordability

November, 2021

Contents

Executive Summary	3
Introduction	4
Housing and Affordability - Introduction	5
Provincial Policy, Guidelines & Official Plan Policy	7
The Planning Act, and Provincial Policy Statement (PPS).....	7
Ontario’s Long-Term Affordable Housing Strategy.....	8
Municipal Tools for Affordable Housing.....	9
County of Elgin Official Plan (OP).....	9
Housing and Homelessness Needs Assessment for St. Thomas and Elgin County (2013) and Long-Term St. Thomas-Elgin Affordable & Social Housing Strategy (2018).....	10
Elgin County Housing & Homelessness Needs Assessment (2021).....	11
Adjacent Counties/Municipalities.....	12
<i>City of London</i>	12
<i>Oxford County</i>	13
<i>Middlesex County</i>	13
<i>Municipality of Chatham Kent</i>	13
Tools and Policy Options for Affordable Housing	15
Secondary Dwelling Units/Garden Suites.....	15
Community Improvement Plans.....	16
Demolition Control Areas.....	18
Mixed-Use Development, Increased Density, Conversion of Non-Residential Buildings, Minimum and Maximum Development Standards.....	18
Additional Affordable Housing Targets and Criteria.....	19
Conclusion	21
Bibliography	22

Executive Summary

As part of the County's Official Plan 5-Year Review process, several key topics were identified. These identified topics warrant a larger review and analysis.

Affordable housing is a broad term which encompasses a range of housing types. It includes both low-cost market housing for homeowners and renters, and non-market housing available at subsidised rates. The County is seeing a stronger demand for a larger variety of housing types and sizes to meet the diverse range and needs of residents and workers.

The discussion paper will look at Provincial and local policies that refer to affordable housing, and what policies and tools have been implemented in surrounding municipalities. The paper will also review a range of planning and financial tools that are available to encourage the creation of affordable housing.

When reviewing this document, questions to ask include:

- How can the County encourage more affordable housing units?
- Is the County willing to invest monies in incentivizing affordable housing?
- What tools and policies ensure affordable housing are the best fit for the County?

Introduction

An Official Plan is a legal statutory planning document required by the province that describes a municipality's land-use strategy. The County of Elgin's Official Plan includes the vision, goals and policy directions of the County, as established by the community, and provides guidance for land use planning decisions including:

- locations for settlement areas, agricultural lands, and natural heritage;
- when and in what order parts of our communities will grow; and
- protection for agricultural, mineral and environmental resources.

The purpose of an Official Plan 5-Year Review update is to ensure that the community vision/values, directions, policies and actions in the Plan reflect changes and meet the needs of the community for the future, and to review for consistency with the Provincial Policy Statement.

Through the public and surveys responses, and stakeholder discussions, several key topics were identified. These identified topics warrant a larger review to understand the current issue, review the background and history, provide a summary of what provincial and neighbouring municipality policy and /or practices exist, and provide possible recommendations for potential policy changes. This discussion paper will be circulated and reviewed by the public, stakeholders and local municipalities, and comments and feedback on this report will be solicited. Recommendations stemming from this report and feedback received will result in draft policy changes to the County Official Plan.

Housing and Affordability - Introduction

Housing is a fundamental human need. The challenges associated with providing housing, and people accessing housing, has grown over the last decade. The challenge is twofold – ensuring adequate supply, and ensuring affordability. As housing prices and rents have risen faster than household incomes, coupled with insufficient supply of certain types of housing, this is creating a widening affordability gap.

Affordable housing is a broad term which encompasses a range of housing types. It includes both low-cost market housing for homeowners and renters, and non-market housing available at subsidised rates. Providing affordable housing in a community means that families and individuals of all income levels and lifestyles can find suitable and adequate places to live without spending a disproportionate percentage of their income on housing.

Based on a definition from the Canada Mortgage and Housing Corporation (CMHC), to be affordable, a household should not spend more than 30 percent of their gross income on shelter costs. This definition has also been used within the Provincial Policy Statement (PPS). Municipalities must be consistent with the PPS in their land use planning and development decisions.

The County is seeing a stronger demand for a larger variety of housing types and sizes to meet the diverse range and needs of residents and workers. The PPS recognizes the importance of accommodating for a variety of housing types by ensuring adequate land supply, locating housing where infrastructure and services are available or planned, and allow infill and intensification to occur. The County's Official Plan also recognizes the importance of increasing the inventory of residential units and the opportunities for first-time homeowners by providing for a mix of housing types.

Based on information from 2016 Statistics Canada, the current housing stock in the County is primarily made up of single detached dwellings, which account for 78% of housing. About 14% of dwelling units are located in apartment buildings or multi-unit buildings (such as duplexes). Approximately 75% of housing in Elgin is owner-occupied housing, while 25% of the housing stock is rented.

For the purposes of this report, we will look at tools available to encourage more "market" housing, defined as private housing for rent or sale where the price is set in the

open market within the County of Elgin. This report will not address options to encourage “non-market” housing, generally defined as housing where the price is not set by the open market, often subsidized through a variety of ways, including senior government support, and often managed by various operators, such as emergency housing, public housing run by a level of government, or not-for-profit and co-operative housing.

Provincial Policy, Guidelines & Official Plan Policy

The Planning Act, and Provincial Policy Statement (PPS)

The Planning Act has a significant impact on the production of housing in a municipality. Several sections in the Act relate directly to the provision of housing, particularly items such as affordable housing, density, secondary units, and zoning.

The Provincial Policy Statement (PPS) is issued under Section 3 of the Planning Act. Under Section 1.0, Building Strong and Healthy Communities, healthy, liveable and safe communities are sustained by:

...b) accommodating an appropriate affordable and market-based range and mix of residential types (including single-detached, additional residential units, multi-unit housing, affordable housing and housing for older persons), employment (including industrial and commercial), institutional (including places of worship, cemeteries and long-term care homes), recreation, park and open space, and other uses to meet long-term needs;

Section 1.4 of the PPS requires planning authorities to provide for an appropriate range and mix of housing options and densities to meet projected market-based and affordable housing needs of current and future residents of the regional market area by establishing and implementing minimum targets for the provision of housing which is affordable to low- and moderate-income households and which aligns with applicable housing and homelessness plans. However, where planning is conducted by an upper-tier municipality, the upper-tier municipality in consultation with the lower-tier municipalities may identify a higher target(s) which shall represent the minimum target(s) for these lower-tier municipalities.

The PPS defines both “affordable housing” and “housing options”, and provides direction for municipal policy related to each. In the PPS, “Affordable Housing” means:

- In the case of ownership housing, the least expensive of:
 - housing for which the purchase price results in annual accommodation costs which do not exceed 30 percent of gross annual household income for low and moderate-income households; or
 - housing for which the purchase price is at least 10 percent below the average purchase price of a resale unit in the regional market area.
- In the case of rental housing, the least expensive of:

- a unit for which the rent does not exceed 30 percent of gross annual household income for low and moderate-income households; or
- a unit for which the rent is at or below the average market rent of a unit in the regional market area.

In 2020, the Provincial Policy Statement underwent another round of revisions, including those specifically related to housing affordability. This included defining the term “housing options” to recognize a greater mix of housing types, including additional residential units. Additionally, a 15-year supply of land to accommodate residential development, rather than 10-year, was required through the amendments.

As defined by the PPS, “Housing Options” means:

A range of housing types such as, but not limited to single-detached, semi-detached, rowhouses, townhouses, stacked townhouses, multiplexes, additional residential units, tiny homes, multi-residential buildings. The term can also refer to a variety of housing arrangements and forms such as, but not limited to life lease housing, co-ownership housing, co-operative housing, community land trusts, land lease community homes, affordable housing, housing for people with special needs, and housing related to employment, institutional or educational uses.

Ontario’s Long-Term Affordable Housing Strategy

In 2010, the province released the Long-Term Affordable Housing Strategy (LTAHS) which set out a roadmap to address housing needs by creating a flexible, community-centered approach to building healthy strong communities.

In 2016, updates to the strategy were introduced, with a vision that “every person has an affordable, suitable and adequate home to provide the foundation to secure employment, raise a family and build strong communities” (Ontario, 2016). The update included the following goals:

- Develop an appropriate and sustainable supply of housing;
- Create an equitable, portable system of financial assistance;
- People-centered, efficient housing programs;
- Develop an Indigenous Housing Strategy;
- End homelessness; and
- Achieve an evidence-informed system.

Municipal Tools for Affordable Housing

The Ministry of Municipal Affairs and Housing (MMAH) developed a handbook to assist municipalities in providing information on the planning and financial tools available to encourage and support the development of affordable housing in their communities. It provides descriptions of the tools and examples of best practices that some municipalities have used to increase the range and mix of housing types, to provide opportunities for more affordable housing development, and to make the construction of affordable housing more financially viable.

County of Elgin Official Plan (OP)

The County Official Plan contains various policies on housing and affordable housing.

Policy C1.3 provides goals for the County with regards to housing, including monitoring and ensuring that there is a 20 year supply of land for residential development with sufficient water and wastewater capacity, ensuring the provision of an appropriate range of housing types and densities, encouraging opportunities for mixed use development in appropriate locations, encouraging the use of surplus public lands for affordable housing, encouraging the development of seniors housing and the provision of alternative forms of housing for special needs groups, supporting universal physical access, encouraging development and redevelopment at higher densities to maximize infrastructure, and encouraging the redevelopment of brownfield properties and incentives.

The County Plan also contains policies related specifically to ensuring affordable housing (C1.3.3). The minimum target for the provision of affordable housing is 20%. Affordable, as defined by the PPS and the County OP is:

- housing for which the purchase price results in annual accommodation costs which do not exceed 30 percent of gross annual household income for low- and moderate-income households; or
- housing for which the purchase price is at least 10 percent below the average purchase price of a resale unit in the regional market area.
- in the case of rental housing, the least expensive of a unit for which the rent does not exceed 30 percent of gross annual household income for low- and moderate-

income households, or a unit for which the rent is at or below the average market rent of a unit in the regional market area.

Housing and Homelessness Needs Assessment for St. Thomas and Elgin County (2013) and Long-Term St. Thomas-Elgin Affordable & Social Housing Strategy (2018)

The 2013 Housing and Homelessness Needs Assessment for St. Thomas and Elgin County is a 10-year Housing and Homelessness Plan which details the long-term vision for the provision of housing and homelessness services, and includes an assessment of current and future housing needs in service areas, provides objectives and targets related to housing needs, a description of the measures proposed to meet the objectives and targets, and a description of how progress will be measured.

Several land use planning recommendations were provided in the report, including permitting additional residential units, OP policy that supports the development of new affordable rental housing, advocating for commitment from municipal and provincial governments, and school boards, for a more flexible approach to utilizing publicly owned lands for affordable housing, and increasing the number of rent supplements available.

The 2018 Strategy was developed to increase affordable housing supply to meet projected need. In addition, this strategy looked at how the St. Thomas and area municipalities within Elgin County can preserve the existing supply of social and supportive housing. Recommendations for Elgin County included:

- Continue to use the PPS' definition within its existing planning policies so that they conform with provincial policies, and also encourage local municipalities to adopt the PPS' definition of affordable housing;
- Area municipalities should implement an Affordable Housing Community Improvement Plan for areas that are appropriate for new multi-residential developments such as villages, settlement areas etc.;
- Area municipalities should provide a waiver or grant for the development charges required by eligible affordable housing developments;
- Area municipalities should implement a 20-year Property Tax Increment Financing program for eligible affordable housing developments;
- Area municipalities should explore the feasibility of creating an affordable housing trust fund to provide capital funding to eligible developments;
- To help promote the creation of second units, area municipalities should consider providing modest capital funding grants (under \$25,000 per unit) to interested and suitable home owners;

- Area municipalities within the County create municipal housing facilities by-laws to provide incentives for future affordable housing developments;
- Area municipalities should amend their Official Plans to define and permit second units in single detached, semi-detached and townhouse units.;
- The zoning by-laws for area municipalities should outline where second units can be created and to outline appropriate development standards for second units;
- A monitoring or registration program should be established so that area municipalities can monitor the number and location of legal second units;
- To help generate awareness and interest among homeowners, it is recommended that area municipalities create an education program that promotes the creation of second units in newly built and existing dwellings;
- Area municipalities should explore the conditions in which it would permit garden suites if they currently do not a permitted use within their respective zoning by-laws. For municipalities that do contain provisions regarding garden suites, it is recommended that they be updated to conform to Section 39 of the Planning Act;
- The County and Area Municipalities should strengthen their affordable housing targets to promote a greater variety of ownership dwelling types and tenure;
- Area municipalities should complete the outstanding components of the municipal assessment report that is required to implement Inclusionary Zoning policies. In particular, this work should focus on the potential impact that such policies would have on the housing market and local home builders; and
- Area municipalities should amend their respective Official Plans and Zoning Bylaw to implement the inclusionary zoning policies and standards as identified in provincial legislation.

Elgin County Housing & Homelessness Needs Assessment (2021)

The Housing and Homelessness Needs Assessment Report was commissioned by the West Elgin Community Health Centre (WECHC) on behalf of the Dutton Dunwich West Elgin Housing Stability Coalition and funded by St. Thomas Elgin Social Services. The goal of the report is to better understand the short, medium, and long-term needs for housing and homelessness in the rural municipalities of Elgin County, Ontario.

A summary of the policy recommendations stemming from the report include the following:

- Include a requirement for affordable housing as a percentage of development in municipal Official Plans. Ensure 'affordability' is defined. A specific target of 20% of

future development including affordable housing become a standard target across municipalities;

- Amend zoning by-laws to support housing supply by increasing density and multi-unit residential permissions as of right, and reduce parking requirements to lower development costs and increase the amount of land available for affordable dwelling units on a site;
- Support and promote the creation of Second Units for new and existing development as-of-right;
- Explore municipal incentives to support the creation of affordable housing, such as capital funding and grants, development fee waivers/exemptions, leveraging municipal land, and fast-tracking planning approvals; and
- Develop a policy to review municipal and County land for housing suitability prior to selling it on the general market.

Other Service and Community recommendations include advocating for increased funding to support both urban and rural areas, exploring opportunities to increase rural transit and introduce virtual supports, use planning and legislation tools and community engagement, communication, and education to address community concerns with affordable housing/barriers, approach community groups and non-profits to see if they have land suitable for housing, and work with community organizations to develop affordable housing proposals for specific sites to prepare for future proposal calls for government funding.

Adjacent Counties/Municipalities

The policies related to housing and affordability were reviewed for adjacent counties, such as City of London, Oxford County, Middlesex County, and Chatham-Kent.

City of London

The London Plan contains multiple policies related to ensuring housing affordability, including a target of 25% of new housing is to be affordable to low- and moderate-income households. Secondary plans and larger residential development proposals should include a 25% affordable housing component through a mix of housing types and sizes, and 40% of new housing units within a secondary plan, and lands exceeding five hectares in lands outside of any secondary plan, should be in forms other than single detached dwellings. Other tools include building height and densities which may be increased, in conformity with bonus zoning provisions, to support the provision of affordable housing in planning and development proposals.

The City has also adopted an Affordable Housing Community Improvement Plan (CIP) which includes a Development Loan Program that provides financial assistance to off-set the up-front costs associated with the development of new affordable housing, and an Additional Residential Unit Loan Program, that provides financial assistance to off-set costs associated with creating new additional residential units and to improve the affordability of home ownership.

Oxford County

Oxford County's Official Plan sets a minimum target of 20 percent of all housing in the County which is to be affordable housing. The policies of the Plan are designed to provide opportunities to develop a variety of housing required to meet the needs of County residents including ownership and rental housing, affordable housing and specialized housing. Other policies in the OP include facilitating the creation of new dwelling units through development and residential intensification, designating sufficient lands on a City-wide basis, for municipal unit accommodation to meet projected housing needs, and monitoring benchmarks for affordability on an annual basis and during each 5-year review of this Plan.

There is no CIP for Affordable Housing in Oxford County at this time.

Middlesex County

Middlesex County's Official Plan sets a minimum target of 20 percent of all housing in the County which is to be affordable housing. In the case of ownership, affordable housing is considered to be homes where the purchase price is at least 10 percent below the average purchase price of a resale unit in the regional market area. The County will monitor the prices on an annual basis and adjust the OP as necessary. All local municipalities are encouraged to develop affordable housing targets that are generally consistent with the County's targets.

There is no CIP for Affordable Housing in Middlesex County at this time.

Municipality of Chatham Kent

The Municipality has established the following targets related to affordable housing:

- 25% affordable housing, including 2% for supportive housing; and
- 5% accessible housing, fully modified to meet Chatham-Kent Facility Accessibility Design (FAD) requirements.

The Municipality encourages the provision of affordable housing through supporting increased residential densities, ensuring a full range of housing choices and land supply, allowing for intensification and redevelopment, streamlining the planning process, and

considering innovative and alternative residential development standards that facilitate affordable housing and a more compact development form.

There is no CIP for Affordable Housing in Chatham-Kent at this time.

Tools and Policy Options for Affordable Housing

A range of planning and financial tools are available to encourage the creation of affordable housing. An overview of these potential tools and policy options is provided below.

Secondary Dwelling Units/Garden Suites

Second units are one of the most inexpensive ways to increase the stock of affordable rental housing and integrate affordable housing throughout the community, while maintaining neighbourhood character. Second units can provide practical housing options to meet specific needs, including increasing housing choices for low- and modest-income households, accommodating an aging population who wish to live independently but also benefit from the support of having their extended families nearby.

Second units – also known as accessory or basement apartments, secondary suites or in-law flats – are self-contained residential units with kitchen and bathroom facilities within dwellings or within structures accessory to dwellings such as coach houses or laneway garages. In many cases, second units provide an important source of affordable housing for low and moderate-income households at what are typically some of the most affordable rental rates.

The Minister of Municipal Affairs and Housing introduced Bill 108, More Homes, More Choice Act, 2019 on May 2, 2019. One of the intentions of Bill 108 was to address the housing crisis in Ontario by minimizing regulations related to residential development through changes to various Acts dealing with the planning process, including reducing fees related to development, by reducing the number of services that may be subject to development charges and shortening the timelines for the approval of many planning applications. The Ministry identified affordable housing as a “fundamental need” and additional residential units were identified as one of the least expensive ways to increase the supply of affordable housing while maintaining neighbourhood character.

One of the changes to the Planning Act made by Bill 108 was to permit up to two additional residential units on properties containing a single detached, semi-detached or row house residential dwelling. An additional residential unit is currently permitted (as a result of previous changes from Bill 138) in any single detached house, semi-detached

house or row house OR in a building ancillary to any single detached house, semi-detached house or row house. Through changes made by Bill 108, an additional residential unit would be permitted in any single detached house, semi-detached house, or row house and in an ancillary building. This would allow for a maximum of two additional residential units per property, for a total of three units on a property.

These changes to the Planning Act require that Municipal Official Plans and Zoning Bylaws must contain provisions permitting additional residential units. This has the effect of potentially allowing a total of three dwelling units on the same property – subject to applicable provisions in the Ontario Fire Code, Building Code and municipal by-laws.

This change will require municipalities to identify appropriate areas for second units within both existing developments, as well as in new development areas. Municipalities are responsible for determining where second units are appropriate, as well as the appropriate standards for second units. Second units can be developed both within existing residential communities, or as part of new residential development and must comply with any applicable laws such as the Building Code, the Fire Code and property standards by-laws. The development of a second unit may require a building permit.

Garden suites, also commonly known as granny flats, are one-unit detached residential structures which contain bathroom and kitchen facilities, are designed to be portable, and are accessory to the existing residential structure. Garden suites are an affordable housing type, in part, because they do not necessarily require the purchase of land as they are ancillary to existing dwellings, and are relatively inexpensive to install as they are often constructed off-site or made from pre-fabricated materials. Garden suites are especially suitable for some groups such as seniors because they provide affordable housing and enable older adults to live independently while receiving informal support from family members or a caregiver in an independent unit. Municipalities can pass temporary use by-laws authorizing garden suites as a temporary use for up to 20 years. Municipalities can also extend the temporary authorization for garden suites by further three-year increments, as needed.

Community Improvement Plans

A Community Improvement Plan (CIP) is a tool that allows a municipality to direct funds and implement policy initiatives toward a specifically defined project area. Section 28 of

the Planning Act gives municipalities that have enabling policies in their official plans, the ability to prepare Community Improvement Plans. Community Improvement Plans are intended to encourage revitalization initiatives and/or stimulate development and redevelopment. Once implemented, the Plan allows municipalities to provide tax assistance, grants or loans to assist in the revitalization of lands and/or buildings within the defined Community Improvement Project Area (CIPA).

Subsection 28(1.1) of the Planning Act provides that “community improvement” includes the provision of affordable housing. Municipalities can consider using CIPs to provide for grants or loans in relation to the provision of affordable housing within CIP project areas. In some instances, loan agreements between municipalities and landowners have required that specified properties be maintained as affordable housing. Upper-tier municipalities and local municipalities can adopt CIP’s relating to affordable housing, and coordination can occur between the upper and local municipality by participating in each other’s grant or loan programs.

Through Community Improvement Plans, municipalities can focus public attention on local priorities and municipal initiatives, target areas in transition or in need of repair, rehabilitation and redevelopment, facilitate and encourage community change in a co-ordinated manner, and stimulate private sector investment through municipal incentive-based programs.

Examples of tools that can be implemented through CIP’s include:

- reduction in planning fees, which can reimburse municipal fees for developments that meet the definition of affordable housing in the CIP;
- tax increment grants, which are based on the difference between property taxes collected on a property before development and the estimated taxes that will be collected after development;
- deferral of development charges, where applicable;
- building permit fee deferral, reduction, or exemption; and
- parking and parkland fee reductions.

CIPs do not require provincial approval. However, in accordance with the Planning Act, municipalities must consult with the Ministry of Municipal Affairs and Housing on the preparation of proposed plans, and must provide the Ministry with notice of adoption of a CIP.

Demolition Control Areas

Section 33 of the Planning Act allows municipalities the ability to establish demolition control areas, which can include both ownership and rental properties, as well as properties with less than six units. Once demolition control areas are established, landowners must obtain a demolition permit prior to demolishing the whole or any part of a residential property within the area. Within demolition control areas, municipalities can refuse to issue a demolition permit unless a building permit has been issued to erect a new building on the site. This framework can assist a municipality with maintaining residential properties, including affordable housing. Demolition control areas can encourage owners to maintain viable housing stock. They can also allow municipalities to regulate demolition while considering and developing new land use policies for an area, such as an area in transition, where it may be appropriate to maintain existing affordable housing stock and promote new housing opportunities, while also promoting other uses to help revitalize the area. The Municipal Act 2001 provides authority for municipalities to enact by-laws to regulate the conversion of existing residential rental units.

Mixed-Use Development, Increased Density, Conversion of Non-Residential Buildings, Minimum and Maximum Development Standards

Mixed use development is characterized as development that blends two or more uses within a single building or buildings, such as residential, commercial, institutional, and/or industrial uses. This allowance for multiple land uses to be combined within a single development or across a designated area can create new housing opportunities in areas where such opportunities may have not previously existed. Mixed use developments can promote housing diversity and more compact, walkable neighbourhoods that are integrated with key community needs, like commercial and service uses. It also has the potential for offering cost savings to developers in the form of shared parking arrangements and shared costs for building operation and maintenance. An example of mixed-use developments are typically found in the downtown of cities and towns, where there may be commercial uses at grade, with residential uses behind or above. Encouraging these existing downtown uses to diversify, the retention of buildings, or ensuring new development takes the form of mixed-use development in local Official Plans can help to provide additional residential units in accessible areas.

Increasing density through reduced lot or unit size can reduce per unit housing costs and provide for more effective use of infrastructure, while still considering compatibility with the surrounding area. Increasing density on under-utilized sites can help to increase a community's housing stock, accommodate population growth and increase a neighbourhood's population. Within built-up areas, there may be potential for affordable housing above ground level commercial space and for infill development. Building form and design can provide more opportunities for affordable housing through alternative house forms which can decrease development costs through higher densities. Alternative building forms can range from row houses, to triplexes, fourplexes and stacked townhouses, to low, mid-range, and high-rise apartments.

Converting non-residential buildings located in suitably designated areas into affordable housing by renovating and reusing existing buildings can result in more inclusive neighbourhoods, and is generally considered to be more cost-efficient than new development, as the building shell is already in place and the site is usually serviced.

By using minimum or maximum standards in local zoning by-laws for residential or mixed-use buildings and development, municipalities can provide for more compact forms of development that provide more opportunities for affordable housing units. Development standards can affect the price of housing construction and can contribute to lowering the costs for housing development. More efficient built forms which contribute to lower base costs for housing development can be achieved through bylaw standards for minimum building height and density. For instance, establishing minimum density and height standards generally has the effect of reducing land and site development costs as costs can be spread over a larger number of units. Other benefits include improving the use of community resources such as public transit, utilities, existing road and sidewalk networks, and greenspaces, while expanding the number of potential customers for area businesses.

Additional Affordable Housing Targets and Criteria

The County and local municipalities could consider requiring a higher percentage of affordable housing per development/subdivision. Currently, the requirement is 20%, but this could be increased to 25% or even 30%.

The local and County OP could also add criteria for affordable housing, such as quantifying a percentage of unit types within certain sized subdivisions, limiting unit sizes or even unit amenities (e.g. no garages to help reduce unit costs), require a

percentage of new development that must remain rental, and include policy to minimize rental conversions to condominium. Applicants would need to demonstrate at time of submission how the targets within the Official Plan are being met.

Conclusion

Affordable housing is a concern amongst the residents of Elgin County and has been raised through the Official Plan review consultation process. The challenges associated with providing acceptable housing is twofold – ensuring adequate supply, and ensuring affordability. As housing prices and rents have risen faster than household incomes, coupled with insufficient supply of certain types of housing, this is creating a widening affordability gap.

This report provides possible policy options that the County can consider, ranging from refinement of current policy, to implementing new tools to encourage more affordability across the County.

Circulation and public engagement is recommended as the next step, to understand public, stakeholder and local municipal comments and preferred solutions. These comments will be compiled for review by County Council, where a preferred option or a combination of preferred options will be determined.

Ultimately, any policy recommendations as result of municipal, public and stakeholder consultations will need to be approved by the Ministry of Municipal Affairs and Housing (MMAH), the Approval Authority for any County of Elgin Official Plan amendments.

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REPORT TO RURAL INITIATIVES AND PLANNING ADVISORY COMMITTEE

FROM: Katherine Thompson, Manager of
Administrative Services/Deputy Clerk

DATE: November 15, 2021

SUBJECT: Community Grant Program Final Report
Summary

RECOMMENDATION:

THAT the November 15th, 2021, report titled, Community Grant Program Final Report Summary, submitted by the Manager of Administrative Services, be received and filed for information.

THAT the Rural Initiatives and Planning Advisory Committee provide direction on the eligibility of organizations for the 2022 Community Grant Program based on submitted final reports.

INTRODUCTION:

All organizations who received funding from the Community Grant Program (CGP) are required to submit a final report to the Rural Initiatives and Planning Advisory Committee detailing how the funds received were spent and providing an evaluation of the event/program successes. These reports are due either 60 days after the completion of the program or event, or by November 1 of each calendar year. Organizations who do not submit a final report are ineligible to receive funding in subsequent years.

DISCUSSION:

To ensure accountability and transparency, final reports from organizations who have received the Community Grant Program funding will be published on the County's website as part of a Rural Initiatives and Planning Advisory Committee agenda and reviewed by the Committee before funding for the subsequent year is allocated. These final reports must detail how each organization used the funds they received from the County of Elgin, how successful the program or event was, how well the organization was able to reach its target audience, how impactful the event was/how many

participants were in attendance, how persons with disabilities were engaged and accommodated, and if the program followed the schedule and dates proposed in the original application. Organizations are also required to provide financials related to their event or program and include any metrics gathered. In 2021, the RIPA Committee approved a fillable Final Report Template to standardize the process and provide clear direction to grant recipients regarding the type of information required. The 2021 Community Grant Program Final Reports are attached to this report and a brief summary is included below.

Note: Over the course of 2021, restrictions on events and programs as a result of the COVID-19 pandemic were constantly changing providing a moving target for event and program organizers. These challenges caused organizations to change direction in order to comply with provincial restrictions of the time and ensure public health and safety protocols were followed. Due to the continued challenges presented by the pandemic, some events were cancelled entirely and others were required to deviate from their originally planned programming.

Second Stage Housing	Programs went ahead as planned.
STEAM Centre	Programs went ahead as planned.
Multi-Service Centre	Programs went ahead as planned.
4-H Association	Funds were utilized to upgrade website and pay for zoom fees to host programs virtually. Remaining funds used for awards program. Some 4H programming was held in person.
Aylmer and East Elgin Agricultural Society	The event went ahead as planned with the first panel of the mural unveiled on August 21 st and other panels painted in subsequent weeks.
Bayham Beachfest	The only portion of the event which went ahead as planned was the fireworks on August 1 st .
Bayham Historical Society	The Bayham Historical Society had previously advised the Committee of their modified event for the fall. The BHS purchased pumpkins and craft supplies for children and hired Dotsy the Clown as part of an event in October.
C.A.L.I.P.S.O. Port Stanley	The event was cancelled, and the organizers returned the cheque. No Final Report is attached or required.

Port Burwell Periscope Playhouse	The Playhouse moved forward with their planned events with some modifications. Their opening dated was pushed back from May 29 th to July 5 th .
Port Stanley Festival Theatre	Their event was rescheduled for the weekend of October 28 th -30 th but otherwise went ahead as planned.
Wallacetown Agricultural Society	The Wallacetown Fair was cancelled, but the Agricultural Society utilized the funds received for a modified event that included community fireworks and was held on October 30 th .
Shedden Agricultural Society	The fair was cancelled; however, the Shedden Agricultural Society held a modified youth program and \$700 of the funds were utilized for prizes and the balance was returned to the County.
Rodney Aldborough Agricultural Society	The fall fair was cancelled. Funds were utilized instead to host a drive through dinner, parade, food truck and live music event.
Elgin-Middlesex VON Seniors Day in the Park	Seniors Day in the Park was cancelled. Organizers advised staff and funds were not sent. No Final Report is attached or required.
Elgin County Plowmen's Association	A downscaled plowing match was held on September 11 th .

According to the Community Grant Program Funding Agreement, which was signed by all grant recipients, each organization agreed to use the grant funds only for the purposes stated in their original application and to notify the County if there was a change in their application or planned event. The agreement states that it will be terminated and the organization must repay the grant funds under the following circumstances:

- Failure to notify the County of any changes to the planned event or program,
- Use of grant funds for purposes other than the stated purposes, or
- Cancellation of the event or program.

In July of 2021, the Committee requested staff reach out to the organizations who received funding to determine progress on their programs and events. On August 31, 2021 the Committee received an interim report which acted as notice for the

modification of many of these programs and events. The Committee indicated they would determine eligibility for 2022 grants based on Final Reports received in November.

FINANCIAL IMPLICATIONS:

There are no financial implications associated with the review of Community Grant Program Final Reports.

ALIGNMENT WITH STRATEGIC PRIORITIES:

Serving Elgin	Growing Elgin	Investing in Elgin
<input type="checkbox"/> Ensuring alignment of current programs and services with community need. <input checked="" type="checkbox"/> Exploring different ways of addressing community need. <input checked="" type="checkbox"/> Engaging with our community and other stakeholders.	<input type="checkbox"/> Planning for and facilitating commercial, industrial, residential, and agricultural growth. <input type="checkbox"/> Fostering a healthy environment. <input checked="" type="checkbox"/> Enhancing quality of place.	<input type="checkbox"/> Ensuring we have the necessary tools, resources, and infrastructure to deliver programs and services now and in the future. <input checked="" type="checkbox"/> Delivering mandated programs and services efficiently and effectively.

LOCAL MUNICIPAL PARTNER IMPACT:

None.

COMMUNICATION REQUIREMENTS:

If the Committee deems an organization ineligible to receive funding in 2022 based on their 2021 Final Report a letter will be sent to said organization informing them of the Committee's decision.

CONCLUSION:

Staff are requesting that the Committee review the attached Community Grant Program Final Reports to determine eligibility of organizations for 2022.



All of which is Respectfully Submitted

Katherine Thompson
Manager of Administrative Services

Approved for Submission

Julie Gonyou
Chief Administrative Officer

Community Grant Program (CGP)

Final Report 2021

Background

Organization: St. Thomas Elgin Second Stage Housing

Primary Contact:

Email: secondstage.stessh@rogers.com

Phone: 519-637-2288

Please tell us which grant you received (check one):

- Community Services – Seed Grant
- Community Services – Cultivate Grant
- Festival and Events – Seed Grant
- Festival and Events – Cultivate Grant

How much funding did you receive from Elgin County in support of your program: \$ 6,448

1.) Please briefly describe the program/service/festival/event that was funded through the Community Grant Program (CGP).

On average, 30 women, and 38 children live in residence each year. The programs are offered according to the situation and need of each individual woman and child. Each woman is provided approximately 550 hours of individual counselling, and 70 hours of group counselling. Life skills groups, parenting support, referrals and advocacy are also offered to the women who live at the residence. The children's program offers aged-based activities. There are preschool groups, school aged groups and individual counselling along with recreational groups.

Transitional Housing & Support Program - Transitional support is offered to women that are waiting to move into the residential program. This includes emotional support, and safety planning, so the women can transition into the program in a safe manner. These referrals and advocacy are offered based on identified needs. Once the women leave the residence, follow-up support is offered as they exit the program.

Residential Counselling Program- Group and individual counselling sessions are offered to the women residing in the program. Group counselling focuses on helping residents to gain an understanding of the impact of abuse, understand feelings and emotions, develop problem-solving skills and coping strategies. There is a focus on building social networks, enhancing self-esteem, identifying and understanding the issues of power and control. Staff members assess personal options, which help the women to develop a strong skill set to establish future goals. The educational groups are offered on a weekly basis. In the week that follows the group sessions, women meet one-to-one with a staff member to discuss group content, and apply it personally. Each woman has one staff member dedication to their assistance.

Children's Program - Witnessing and experiencing abuse negatively impacts children in many different ways, and influences their daily lives and future. STESSH offers counselling and support programs to the children living at the residence, and includes psycho-educational based family activities, individual support, recreation based programs, and advocacy. Due to the personal history and experiences of the children, our staff evaluate each child through psychological-based assessments. These assessments help staff gain an in-depth understanding of each child's behaviour, reaction, learning style and their potential to learn in future. The staff then individualize each child's counselling and support programs to accommodate their needs. Ultimately, the assessments reveal the child's intellectual, social, coping, and emotional state. They also look at memory, attention, behavioural, social and emotional functioning. The assessments can also help staff identify cognitive and academic strengths and weaknesses, which is then used and applied to individualize the support programs for each child. The psycho-educational based programs are designed to increase safety skills, self-esteem, confidence, coping strategies, and learn about topics that allow them to recognize healthy social and life management skills. The children's programs offers education about family violence, safety planning, problem solving skills and emotions. The one-to-one programs available provide emotional support, allowing them to talk about issues privately. The learning and changing process is then encouraged and guided during daily connections the staff have with each family. Having the freedom to assist the children through daily challenges as they are occurring increases opportunities for success and growth.

Ultimately, the counselling and programs have a strong impact on the children. We have seen positive results in many aspects of their lives including: the ability to trust, increased comfort, sense of security, self-confidence, positive communication, self-control, understanding of personal feelings, increased self-worth, healthy coping strategies, sense of belonging and identity, and increased self-esteem.

2.) Please confirm how this funding was used (please select all that apply):

- Supplies
- Volunteer expenses
- Professional fees
- Direct Program Expenses

Comments:

Financial Statements for the 2019-20 fiscal year and shows a detailed break down of the revenue and the expenditures.

The 2019-20 Total Revenue was \$380,562

- Funding received from Ministry of Community & Social Services (\$140,707) , United Way (\$36,000), rent supplement (\$21,600), fund development (\$94,698 - which includes the donation from the The County of Elgin), rent income (\$85,873), and other sources (\$1,684).

- We continue to have some funding challenges and need to raise \$80,000 so the staff can fully support the women and children

3.) Please confirm that the CGP funding was NOT used for the following: operating expenses (staffing/wages/benefits); capital projects; deficit reductions; or retroactive activity/program/event.

I confirm that CGP was not used for the aforementioned items.

I'm not sure.

- Please indicate which expenses you are unsure of, and provide an explanation in the comments section.

Operating Expenses

Capital Projects

Deficit reductions

Retroactive activity/program/event

I cannot confirm that CGP was not used for the aforementioned items.

Comments:

4.) Please briefly describe how successful your program/service/festival/event was.

- Each woman is provided individual counselling, and group counselling. This is in addition to life skills groups, parenting support, referrals and advocacy offered at STESSH.

- The program has a positive results in many aspects of their lives including: the ability to trust, sense of security, self-confidence, positive communication, self-control, and understanding of personal feelings, increased self-worth, and healthy coping strategies, sense of belonging and identity, and increased self-esteem.

- STESSH's success is seen in the transformation of the women and children and how the support programs have helped them move past the trauma and abuse they have suffered, and watch them move together a family unit in a positive and healthy manner towards a new life with a safety plan and goals.

- For every family who live at STESSH's residence, and use STESSH's programs and counselling, their lives are made safer. As the women and children transition out of STESSH's programs, they are given the knowledge, tools and safety plans to begin a new life free from violence.

- Ultimately, each family that is impacted by support and counselling services offered by STESSH lessens the chance of them needing to rely on the government services for domestic violence, allowing for incremental systemic change, reducing costs and pressure off of these government services.

5.) Please describe how successful you were in reaching your target audience (provide details if possible, i.e. number of participants).

31 women, and 41 children lived in the residence. The programs are offered according to the situation and need of each individual woman and child. With a 9 month average length of stay.

6.) Please tell us whether your program/service/festival/event was successful targeting areas of the County facing greatest need or greatest inequities.

For twenty-seven years, St. Thomas–Elgin Second Stage Housing has offered the women of St. Thomas and Elgin County, in Southwestern Ontario, a safe place to re-establish their lives. The transitional residence offers women — with or without children — leaving abusive relationships, a secure and comfortable place to stay, support services, and the knowledge and tools they need to begin a new life free from violence.

For people who are experiencing domestic violence, mandatory lockdowns to curb the spread of COVID-19 have trapped them in their homes with their abusers, isolated from the people and the resources that could help them. St. Thomas Elgin Second Stage Housing has as well been facing some big challenges as the COVID-19 pandemic continues to evolve. Once moved in to STESSH, they may face the feeling of further isolation. As residents and their children are practice social distancing and try to keep their children busy, we have been adapting to this changing environment and have been continuing to support the families in our building while maintaining physical distancing, as well as continued virtually.

With all of this in mind, we have needed to adapt our program substantially in order to ad-dress this changing environment and the needs of the women and children. The program we now offer has changed to a one on one support with each women as well as children's program is now organized by family. This is allowing us to address each woman and child that have unique needs based on their experiences, and staff need to be able to respond and provide individualized assistance. This program requires a greater amount of staffing hours. Having extra funding will allow staff to provide the right support and counselling, and have the resources available to assist every woman and child using our programs.

7.) Please describe how impactful your program/service/festival/event was (i.e. number of participants, user impact statements, etc.)

With the many stay at home at home orders instituted over the last year and a half as a result of the coronavirus pandemic, there have been many reports of an increase in family violence cases and St Thomas Elgin Second Stage Housing has been there throughout this difficult time to support the women and children of our community by providing transitional supports and housing to women, with or without children, who are leaving an abusive relationship. Through the funds we received, our Support Staff, we have been able to provide safe one on one support to the women and children of STESSH and the transitional women and children in the community.

8.) Did your program/service/festival/event increase participation and engage persons with disabilities?

- Yes. Please tell us how in the comments section.
- No. Please tell us why you weren't able to accomplish this in the comments section.
- Not sure. Please explain in the comments section.

Comments:

Our program provides transitional supports and safe housing to women with or without children, who are leaving abusive relationships. Our affordable, well-maintained accessible twelve apartment complex offers a stable environment in which women may access a variety of supports to help them make long term plans for independent living. Information, support and practical resources are available to women regardless of age, colour, religion, education, economic status or ability, who have identified a commitment to move beyond the abuse. The longer-term support women receive while residing at Second Stage is intended to empower and enable them to live independently in our community, free from abuse. The Staff at St. Thomas-Elgin Second Stage Housing continually work with clients to make sure that they understand that violence is unacceptable, and that they deserve the best possible future. STESSH's mandate is to assist in the elimination of violence against women and children by addressing the social and cultural issues that allow violence to continue. Through our Residential and Transitional supports, we had participation and engagement from 42 individuals with disabilities.

- 9.) Please tell us whether your program/service/festival/event followed the schedule and key dates that you identified in your application. Please provide additional information/explanation if you made changes to the schedule and key dates.

Our program runs on an annual basis from April 1 to March 31. One to one counselling is provided to women and children weekly as well as on an as needed basis. In addition, family support meetings are held weekly with each family. Group support meetings are not currently running due to the requirement to physical distance however, the material that is learned in group support meetings is now learned on a one to one basis with each woman and child.

- 10.) Please let us know how the CGP supported the following:

- Continued capacity of your organization;
- Contribution to the sector; and
- Your organization's ability to achieve funding priorities and outcomes.

Comments:

For people who are experiencing domestic violence, mandatory lockdowns to curb the spread of COVID-19 have trapped them in their homes with their abusers, isolated from the people and the resources that could help them. St Thomas Elgin Second Stage Housing has as well been facing some big challenges as the COVID-19 pandemic continues to evolve. Once moved in to STESSH, they may face the feeling of further isolation. As residents and their children are practice social distancing and try to keep their children busy, we have been adapting to this changing environment and have been continuing to support the families in our building while maintaining physical distancing, as well as continued virtually. With all of this in mind, we have needed to adapt our program substantially in order to address this changed environment and the needs of the women and children. The program we now offer has changed to a one on one support with each women as well as children's pro-gram is now organized by family. This is allowing us to address each woman and child that have unique needs based on their experiences, and staff need to be able to respond and provide individualized assistance.

- 11.) Please **attach** a financial statement with actual program/service/festival/event costs.

- 12.) Please **attach** or detail all available metrics or statistics that you used to measure the success of your program.

- 13.) **CULTIVATE ONLY:** How successful were the changes you made to your program/service/festival/event?

- The women and children need the support programs to help them understand that violence is not acceptable. The programs help the clients understand the impact of abuse, identify the issues of power, and that control is in their own hands.
- They have built self-esteem, have a better understanding of their emotions, and develop healthy coping mechanisms.
- The women and their children work together so that they can start a new life and set goals.
- We understand that safety, re-assurance, positive communication, a sense of belonging, and identity is something everyone deserves.
- Working with the women and children on a daily basis has helped them understand that they deserve a life free from violence, and help them reach that goal through these programs and safety planning so they don't fall back into their old lives.

14.) How likely is your organization to apply for CGP funding in 2021?

- Very likely
- Unlikely
- Not sure
- Other: _____

15.) Optional – Please attach any supplemental information (e.g. organizational year end reports) to this application.

Declaration:

I confirm that the information provided in this report is true, complete, and accurate. I understand that all materials submitted as part of this final report will be shared publicly to ensure accountability and transparency.

Authorized Signature(s) (two (2) needed if not incorporated):

Name: **Stacey Robinson**

Position: **Fund Development Coordinator**

Signature: **Stacey Robinson** Digitally signed by Stacey Robinson
Date: 2021.09.21 10:15:29 -0400

Name: _____

Position: _____

Signature: _____

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

Financial Statements

March 31, 2020

ST. THOMAS-ELGIN SECOND STAGE TRANSITIONAL RESIDENCE

Financial Statements

For the Year Ended March 31, 2020

Table of Contents	PAGE
Independent Auditors' Report	1 - 2
Statement of Financial Position	3
Statement of Changes in Net Assets	4
Statement of Operations	5
Statement of Cash Flows	6
Schedule of Administration and Occupancy Expenditures	7
Notes to the Financial Statements	8 - 12



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INDEPENDENT AUDITORS' REPORT

To the Board of St. Thomas-Elgin Second Stage Transitional Housing:

Qualified Opinion

We have audited the financial statements of St. Thomas-Elgin Second Stage Transitional Housing, which comprise the statement of financial position as at March 31, 2020, and the statement of operations, statement of changes in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the organization's financial statements present fairly, in all material respects, the financial position of the organization as at March 31, 2020, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many charitable organizations, the organization derives revenue from donations, the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to contributions and donations, revenues over expenditures, and cash flows for the year ending March 31, 2020 and year ending March 31, 2019, current assets as at March 31, 2020 and March 31, 2019 and net assets as at April 1, 2019 and March 31, 2020 for the 2020 year ended, as well as April 1, 2018 and March 31, 2019 for the 2019 year ended. Our audit opinion on the financial statements for the year ended March 31, 2019 was modified accordingly because of the possible effects of this limitation in scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the organization's financial reporting process.



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INDEPENDENT AUDITORS' REPORT (CONTINUED)

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

St. Thomas, Ontario

August 20, 2020

Graham Scott Enns LLP

CHARTERED PROFESSIONAL ACCOUNTANTS

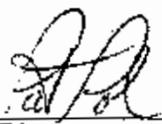
Licensed Public Accountants

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

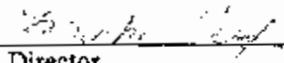
**Statement of Financial Position
As at March 31, 2020**

	Operating Fund \$	Capital Reserve Fund \$	Contingency Reserve Fund \$	2020 \$	2019 \$
CURRENT ASSETS					
Cash	48,040	-	-	48,040	38,863
Marketable securities (Note 3)	19,367	28,473	12,000	59,840	48,587
Accounts receivable	3,369	-	-	3,369	2,856
Government remittances receivable	4,185	-	-	4,185	5,756
Interfund balances	(1,418)	1,418	-	-	-
Prepaid expenses	<u>2,323</u>	<u>-</u>	<u>-</u>	<u>2,323</u>	<u>2,788</u>
	75,866	29,891	12,000	117,757	98,850
TANGIBLE CAPITAL ASSETS					
Cost	1,146,410	-	-	1,146,410	1,146,410
Less: accumulated amortization	<u>(1,146,410)</u>	<u>-</u>	<u>-</u>	<u>(1,146,410)</u>	<u>(1,146,410)</u>
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
TOTAL ASSETS	<u>75,866</u>	<u>29,891</u>	<u>12,000</u>	<u>117,757</u>	<u>98,850</u>
CURRENT LIABILITIES					
Accounts payable and accrued liabilities	<u>8,949</u>	<u>-</u>	<u>-</u>	<u>8,949</u>	<u>6,700</u>
TOTAL LIABILITIES	8,949	-	-	8,949	6,700
NET ASSETS	<u>66,917</u>	<u>29,891</u>	<u>12,000</u>	<u>108,808</u>	<u>92,150</u>
TOTAL LIABILITIES AND NET ASSETS	<u>75,866</u>	<u>29,891</u>	<u>12,000</u>	<u>117,757</u>	<u>98,850</u>

On behalf of the Board:



Director



Director

See accompanying notes to the financial statements.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Statement of Changes in Net Assets
For the Year Ended March 31, 2020**

	Operating Fund \$	Capital Reserve Fund \$	Contingency Reserve Fund \$	2020 \$	2019 \$
NET ASSETS, BEGINNING OF YEAR	47,952	32,198	12,000	92,150	75,996
Excess (deficit) of revenues over expenditures for the year	<u>18,965</u>	<u>(2,307)</u>	<u>-</u>	<u>16,658</u>	<u>16,154</u>
NET ASSETS, END OF YEAR	<u>66,917</u>	<u>29,891</u>	<u>12,000</u>	<u>108,808</u>	<u>92,150</u>

See accompanying notes to the financial statements.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Statement of Operations
For the Year Ended March 31, 2020**

	Operating Fund \$	Capital Reserve Fund \$	Contingency Reserve Fund \$	2020 \$	2019 \$
REVENUES					
Ministry of Community and Social Services (Note 2)	140,707	-	-	140,707	139,610
Residents' rent	85,873	-	-	85,873	81,814
Donations	57,205	-	-	57,205	49,594
Fundraising income	37,493	-	-	37,493	35,333
United Way	36,000	-	-	36,000	38,000
City of St. Thomas - rent supplement	21,600	-	-	21,600	21,600
Laundry	1,684	-	-	1,684	1,060
	<u>380,562</u>	<u>-</u>	<u>-</u>	<u>380,562</u>	<u>367,011</u>
EXPENDITURES					
Administration (Page 7)	285,518	-	-	285,518	267,873
Occupancy (Page 7)	65,801	-	-	65,801	75,985
Fundraising	9,144	-	-	9,144	7,911
Performance management system	1,000	-	-	1,000	1,000
	<u>361,463</u>	<u>-</u>	<u>-</u>	<u>361,463</u>	<u>352,769</u>
EXCESS (DEFICIT) OF REVENUES OVER EXPENDITURES BEFORE INVESTMENT INCOME					
	<u>19,099</u>	<u>-</u>	<u>-</u>	<u>19,099</u>	<u>14,242</u>
INVESTMENT INCOME					
Gain on sale of investments	5,408	-	-	5,408	-
Interest and dividends	332	1,461	-	1,793	1,728
Unrealized (loss) gain on investments	(5,874)	(3,768)	-	(9,642)	184
	<u>(134)</u>	<u>(2,307)</u>	<u>-</u>	<u>(2,441)</u>	<u>1,912</u>
EXCESS (DEFICIT) OF REVENUES OVER EXPENDITURES					
	<u>18,965</u>	<u>(2,307)</u>	<u>-</u>	<u>16,658</u>	<u>16,154</u>

See accompanying notes to the financial statements.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Statement of Cash Flows
For the Year Ended March 31, 2020**

	Operating Fund \$	Capital Reserve Fund \$	Contingency Reserve Fund \$	2020 \$	2019 \$
CASH USED IN OPERATIONS					
Excess (deficit) of revenues over expenditures	18,965	(2,307)	-	16,658	16,154
Non-cash items					
Unrealized loss (gain) on investments	<u>5,874</u>	<u>3,768</u>	<u>-</u>	<u>9,642</u>	<u>(184)</u>
	24,839	1,461	-	26,300	15,970
Changes in non-cash working capital items					
Accounts receivable	(513)	-	-	(513)	(666)
Government remittances receivable	1,571	-	-	1,571	(833)
Prepaid expenses	465	-	-	465	336
Accounts payable and accrued liabilities	2,248	-	-	2,248	(68)
Interfund balances	<u>1,461</u>	<u>(1,461)</u>	<u>-</u>	<u>-</u>	<u>-</u>
	30,071	-	-	30,071	14,739
CASH USED IN INVESTING ACTIVITIES					
Increase in investments	<u>(13,247)</u>	<u>(7,647)</u>	<u>-</u>	<u>(20,894)</u>	<u>(12,000)</u>
	(13,247)	(7,647)	-	(20,894)	(12,000)
FUND TRANSFERS					
	<u>(7,647)</u>	<u>7,647</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET INCREASE IN CASH					
	<u>9,177</u>	<u>-</u>	<u>-</u>	<u>9,177</u>	<u>2,739</u>
CASH - BEGINNING OF YEAR					
	<u>38,863</u>	<u>-</u>	<u>-</u>	<u>38,863</u>	<u>36,124</u>
CASH - END OF YEAR					
	<u>48,040</u>	<u>-</u>	<u>-</u>	<u>48,040</u>	<u>38,863</u>

See accompanying notes to the financial statements.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Schedule of Administration and Occupancy Expenditures
For the Year Ended March 31, 2020**

	Operating Fund \$	Capital Reserve Fund \$	Contingency Reserve Fund \$	2020 \$	2019 \$
ADMINISTRATION					
Salaries	223,882	-	-	223,882	216,618
Employee benefits	26,959	-	-	26,959	23,239
Professional services	7,583	-	-	7,583	7,004
Communication	6,726	-	-	6,726	6,064
Computer supplies and maintenance	6,325	-	-	6,325	1,912
Community relations	5,460	-	-	5,460	4,849
Interest and bank charges	3,086	-	-	3,086	2,804
Supplies	2,221	-	-	2,221	2,727
Office	909	-	-	909	760
Insurance	829	-	-	829	822
Travel	671	-	-	671	1,001
Staff training	671	-	-	671	73
Bad debts	196	-	-	196	-
	<u>285,518</u>	<u>-</u>	<u>-</u>	<u>285,518</u>	<u>267,873</u>
OCCUPANCY					
Building improvements	23,552	-	-	23,552	25,088
Utilities	18,168	-	-	18,168	17,878
Grounds upkeep	11,972	-	-	11,972	22,651
Maintenance supplies	6,601	-	-	6,601	4,870
Insurance	5,508	-	-	5,508	5,498
	<u>65,801</u>	<u>-</u>	<u>-</u>	<u>65,801</u>	<u>75,985</u>

See accompanying notes to the financial statements.

ST. THOMAS-ELGIN SECOND STAGE TRANSITIONAL RESIDENCE

Notes to the Financial Statements For the Year Ended March 31, 2020

NATURE AND PURPOSE OF THE ORGANIZATION

St. Thomas-Elgin Second Stage Transitional Residence ("the organization") is incorporated under the laws of the Province of Ontario as a not-for-profit organization without share capital. It is a registered charity under the Canadian Income Tax Act and is exempt from income tax. Its objectives are to provide transitional housing and support services for women, with or without dependent children, who are leaving an abusive relationship. Support is offered through individual and group counselling, advocacy and referrals and is intended to assist the women and children in working towards ending the violence in their lives. The Organization operates under the name St. Thomas-Elgin Second Stage Housing.

1. SIGNIFICANT ACCOUNTING POLICIES

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations and include the following significant accounting policies:

Fund Accounting

To ensure the observance of limitations and restrictions placed on the use of resources available to the Organization, its accounts are maintained using the principles of fund accounting. Each fund records the activities and changes in the resources available to the Organization for specific objectives. For financial reporting purposes these funds are classified as follows:

Operating Fund

The Operating Fund records the revenue and expenditure for the ongoing operation of the Organization.

Capital Reserve Fund

The Capital Reserve Fund records resources internally restricted by the Board of Directors to be used only for the significant repair or replacement of the capital assets of the Organization. The funds are not available for any other purpose without the express approval of the Board of Directors.

Contingency Reserve Fund

The Contingency Reserve Fund accounts for internally restricted funds set aside by the Board of Directors to be used only to cover unforeseen expenditures of the Organization.

Accounting Estimates

The preparation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amount of revenues and expenses during the reporting period. These estimates are reviewed periodically, and, as adjustments become necessary, they are reported in earnings in the period in which they become known. There were no significant estimates that require further disclosures.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Notes to the Financial Statements
For the Year Ended March 31, 2020**

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Revenue Recognition

Residents' rent is recognized as revenue at the first of every month or the first day of residence. Subsidies, government funding, interest and other revenues are recognized as revenue when earned. Fundraising receipts are recognized as revenue when received.

Government grants for the acquisition of capital assets are deducted from the cost of the related capital assets.

Donations in kind are recorded in the accounting records when a fair monetary value can be ascertained and the donation is considered significant.

Contributed Services and Materials

Volunteers contribute an indeterminable number of hours per year. Because of the difficulty in determining their fair value, contributed services and donations in kind are not recognized in the financial statements.

Tangible Capital Assets

Capital assets are charged to operations in the period in which they are acquired except land and building financed through the forgivable mortgage by Canada Mortgage and Housing Corporation (CMHC) which were capitalized and amortized as described below:

Amortization of land and building was calculated on a straight-line basis over 15 years consistent with the amortization of the mortgage.

Similarly, assets acquired under the CMHC Shelter Enhancement program were capitalized and amortized consistent with the terms of the forgiveness of the loans.

Financial Instruments

Measurement of financial instruments

The organization initially measures its financial assets and liabilities at fair value, except for certain non-arm's length transactions.

The organization subsequently measures all its financial assets and financial liabilities at amortized cost, except for marketable securities that are quoted in an active market, which are measured at fair value. Changes in fair value are recognized in excess of revenues over expenditures.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Notes to the Financial Statements
For the Year Ended March 31, 2020**

1. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Financial Instruments (Continued)

Financial assets measured at amortized cost include cash and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

The organization's financial assets measured at fair value include cash and marketable securities.

Impairment

Financial assets measured at cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in excess of revenues over expenditures. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in excess of revenues over expenditures.

2. MINISTRY OF COMMUNITY AND SOCIAL SERVICES

During the year the organization received funding from the Ministry of Community and Social Services for the following:

	2020	2019
	<u>\$</u>	<u>\$</u>
Transitional housing and support program	75,357	74,225
Counselling service	57,034	57,753
VAW capacity	8,316	5,532
VAW performance management framework	-	2,100
	<u>140,707</u>	<u>139,610</u>

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Notes to the Financial Statements
For the Year Ended March 31, 2020**

3. MARKETABLE SECURITIES

	2020		2019	
	Cost	Fair Value	Cost	Fair Value
	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>
Canadian Fixed Income	<u>63,833</u>	<u>59,840</u>	<u>43,470</u>	<u>48,587</u>

4. INTER-FUND TRANSFER

In a prior year, the board established a Contingency Reserve Fund and approved a transfer of \$12,000 for future unforeseen expenditures.

5. FINANCIAL INSTRUMENTS

Risks and Concentrations

The organization is exposed to various risks through its financial instruments. The following analysis provides a measure of the organization's risk exposure and concentrations at the statement of Financial Position date.

Credit Risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The organization's main credit risks relate to its accounts receivable.

Liquidity risk

Liquidity risk is the risk that a organization will encounter difficulty in meeting obligations associated with financial liabilities. The organization is exposed to this risk mainly in respect of its accounts payable and accrued liabilities.

It is management's opinion that the entity is not exposed to any significant interest rate, foreign currency, or market risk.

No financial liabilities of the organization were in default during the period.

The organization was not subject to any covenants during the period.

There were no changes to the organization's risk exposures from the prior year.

**ST. THOMAS-ELGIN SECOND STAGE
TRANSITIONAL RESIDENCE**

**Notes to the Financial Statements
For the Year Ended March 31, 2020**

6. SIGNIFICANT EVENT - COVID 19

Prior to the year end, the organization was exposed to economic risks associated with the coronavirus pandemic. These risks continued past the year end date and are beyond the organization's control. The impact of these risks cannot be identified at this time but could impact the organization's operations, future surplus, cash flows and financial conditions.



ST. THOMAS-ELGIN SECOND
STAGE HOUSING

IMPACT REPORT

Supporting Elgin County & St. Thomas
Women & Children for 27 Years

A Message from the Executive Director

As I reflect on the last 27 years I have worked for St. Thomas-Elgin Second Stage Housing (STESSH), I am reminded of the saying that it takes a village to raise a child. In the case of the Second Stage Housing, I would say that's true. But, it extends beyond that. It takes a village to support each individual that lives in it, and with that support, each individual can grow, and in turn the village can prosper and overcome its challenges.

We live in a generous community, and with the leadership of our board members, staff, volunteers, donors and local leaders, we are working together as a village to address the challenges of domestic violence. Time and time again, my colleagues and I have seen women unsure of themselves, expressing a sense of hopelessness, fear, and lack of control, and all along, trying to understand the impact of abuse.

Ending violence is everyone's responsibility. Community participation, education and advocacy are priorities for our agency, and we thank all of our donors, community leaders and business partners who have supported our mandate by making truly impactful donations to support our work.

Your generosity has helped us provide residential and counselling services to local Elgin County and St. Thomas women and children. For each individual that walks through our doors, their lives are made safer. Your support assists in the elimination of violence against women and children by addressing the social and cultural issues that allow violence to continue. We see residents leave us with a sense of purpose, direction in their lives, more self-confidence, and a commitment to live without violence.

This report, has been created to show the impact your support has made for the women and children who use Second Stage Housing. While we are not a big organization, our work has made a consistent impact locally for many years. Together, we make a difference in many lives and we thank you for your continued support.

Regards,
Mickie Keefer,
Executive Director

WORDS TO REMEMBER

“We are only as strong as we are united, as weak as we are divided.”

—J .K. Rowling



Our **Mission** is to provide transitional support and housing to women, with or without children, who are leaving abusive relationships.



Our Values

We value participation. We work in partnership with the community to enable women and children to increase their personal control and to improve safety.

We value respect. Through our staff, volunteers, space, programs and services, we strive to create an environment that is safe, caring, trusting, friendly, supportive, and understanding.

We value equity. We believe that all people should have access to services and programs, and the right to achieve their fullest potential through access to the prerequisites for safety and well-being.

We value professionalism. Our client and program participants have the right to well planned, reliable, and confidential programs and services delivered by professionals, engage in life long learning, and who are accountable to themselves, each other, their organization and the community they serve.

We value responsiveness. In order to meet the community needs, we are well versed in women abuse issues and proactive, focused, and flexible service.



TRANSITIONAL HOUSING & SUPPORT PROGRAM

Transitional support is offered to women who are waiting to move into the residential program. This includes emotional support, and safety planning, so the women can transition into the program in a safe manner.

These referrals and advocacy are offered based on identified needs. Once the women leave the residence, follow-up support is offered as they exit the program.



RESIDENTIAL COUNSELLING PROGRAM

Group and individual counselling focus on helping residents understand the impact of abuse, understand feelings and emotions, develop problem-solving skills and coping strategies. Residents and staff focus on building social networks, enhancing self-esteem, identifying and understanding the issues of power and control.

Staff assess each situation, which helps the women establish future goals. Weekly educational groups are offered, in addition to one-to-one sessions. Each woman has one staff member dedication to their assistance.

One Resident's Story

"I was alone, I was scared, I can't believe I lost my home and my pets. abusive partner of 20 years.

All because I trusted him.

These were the never -ending thoughts I had, when I first left my

Those first few months of being at STESSH were terrifying, I wanted to go home, I didn't want to be here. My belongings were were no longer for me to see or have.

at my home. The things I cherished

My friends kept congratulating me for finally leaving such an awful man, so they wouldn't understand my desire to go home. I thoughts. The worst realization was that the life I had worked to build, was gone and I, at the age of 50, had to learn how t

did n't tell anyone about those o live life all over again.

The staff here were kind and listened to my situation. Conversations with staff help me realize that by not going back, I was see this as great, but at that time, it really wasn't what I wanted to hear.

fi nally in control of my own life. Now, I

I didn't believe that I could look after myself as well as my husband had. I had to learn how to use a bank card, grocery sho make business phone calls, how to cook my own meals without being told how to do it. The list of things I had to learn seemed had to do something new. I was afraid that I would fail, just like my husband always told me I would do.

ppi ng, how to use the bus system, how to endless, I was terrified every time I

All that being said, the support at Second Stage Housing gave me the help I needed to work through each fear and challenge. T the first time in years, I was allowed to feel however I wanted without judgement. Each time I accomplished a new task, it ma the next challenge.

hey understood my feelings, and for de me stronger, and less afraid to try

Slowly I didn't think about what my husband or others would think or say about something I had done. I was living a new life, A life that I could be proud of, a life where somebody wasn't going to yell and swear at me, a life that didn't include being waiting for him to come home from a weekend with his friends.

a life I had dreamed of many times. pu nched, or being left at home hungry

Now, It has been two years since separating from my husband, and one year since leaving Second Stage Housing and I am living and realize I didn't lose anything by leaving him. I gained everything. I have the chance to live with new feelings, happines

a happy life. I have rebuilt my life s and self – worth.

I am not alone, I have support from Second Stage Housing, friends, and Buttons my new cat!"

Since 1994

563 women and 888 children
have been supported by STESSH

23 Women

In the Residential Program

946 Hours

Women's and Children's
Counselling Program

23

Safety Plans Completed

133 Women

In the Transitional Program
& Plans Completed

400

Transitional Counselling
Hours

10 Women

Supported with Follow -up
Services

70

Transitional Support
Follow up Hours

Children's Program

“We have seen the children grow and flourish with the support programs and counselling. They are so resilient as they’ve been through so much, but they understand that they aren’t alone and we are here to help them grow.”

- Children’s Advocate at STESSH

The children that enter the residence have been negatively impacted by abuse. Once they enter the program, our staff evaluate each child through psychological-based assessments which reveal the child’s intellectual, social, coping, and emotional state. They also look at memory, attention, behavioural, social and emotional functioning.

STESSH offers psycho-educational based group counselling and activities, individual support, recreation based programs, and advocacy that are designed to increase safety skills and coping strategies. They learn about topics that allow them to recognize healthy social and life management skills.

Staff have seen positive results with the children as they develop an understanding of personal feelings, learn positive communication skills, gain a sense of security, and healthy coping strategies.

Staff work with the children to build trust, comfort, self-control, self-confidence, increased self-worth, a sense of belonging and identity, and increased self-esteem.



43 children

Residential Counselling Program

12 hours

Support & Recreational Counselling



Family Impact

"I am a mom of five children, three girls and two boys, all under the age of 12 years. My partner was verbally and physically abusive with me and also left us at risk from many of his associates. We lived in unsafe conditions for almost a year before I was able to reach out to service providers and was offered the chance to come to STESSH.

When we first moved into Second Stage Housing, the children were very distant from others. They had a lot of behavioural issues such as fighting among themselves, destroying property and just generally not having an emotional connection to anyone or anything. They had always lived in chaos, so that pattern continued. They didn't know what that was like to be respected, or how to respect others.

They started going to weekly group and meeting with the Children's Advocate. At first they didn't say much about their sessions. After about two months, I noticed they started talking about their feelings and told me this was the first place they felt safe. I saw that the counselling was starting to make a difference.

They slowly stopped being physical with each other and the verbal threats stopped. They stopped having bad dreams about the people that put them at risk. I found that my girls started to open up and they started to see that other people cared about them. They now see that not all men are abusive and that they are able to live without violence. They love the fact that we are safe and that there are rules. They also saw that I was following rules and making changes to keep us safe.

My oldest child was very shut down when we first moved into the program. She was angry and didn't want to talk about how she felt. I think she was paranoid about people always watching her. Initially, she had terrible night terrors, but a few months after moving into the residence, they stopped. She started labelling her feelings, learning that it was okay to have emotions and her anxiety lessened. For a long time she wouldn't allow anyone to touch her and didn't want me to hug her. Now she will hug me, she understands that she is safe and in control of her safety.

For the first time in our lives we are living in a safe environment and enjoy being together. We have goals and now know what being safe feels like. We have worked hard to build a whole new life and we all look forward to a bright happy future together.

The staff at Second Stage Housing helped the children make changes and after many hours of work, care and understanding, I can say we have been successful. I am currently preparing to move to a new place with my children. Although the idea of being without daily support is a little scary, I know we all developed the skills needed to stay on the healthy path that our support has put us on.

Thank you Second Stage Housing, you have changed our lives!"

Residential Services

The 12-unit apartment complex is wheel-chair accessible, containing five 3 bedroom, four 2 bedroom and three 1 bedroom furnished apartments. The length of stay in residency is one year. After eight months, a residency review is conducted, and if the woman identifies a need for continued support, a four month extension can be granted.



9 months

Average Length of Stay



97%

Occupancy Rate



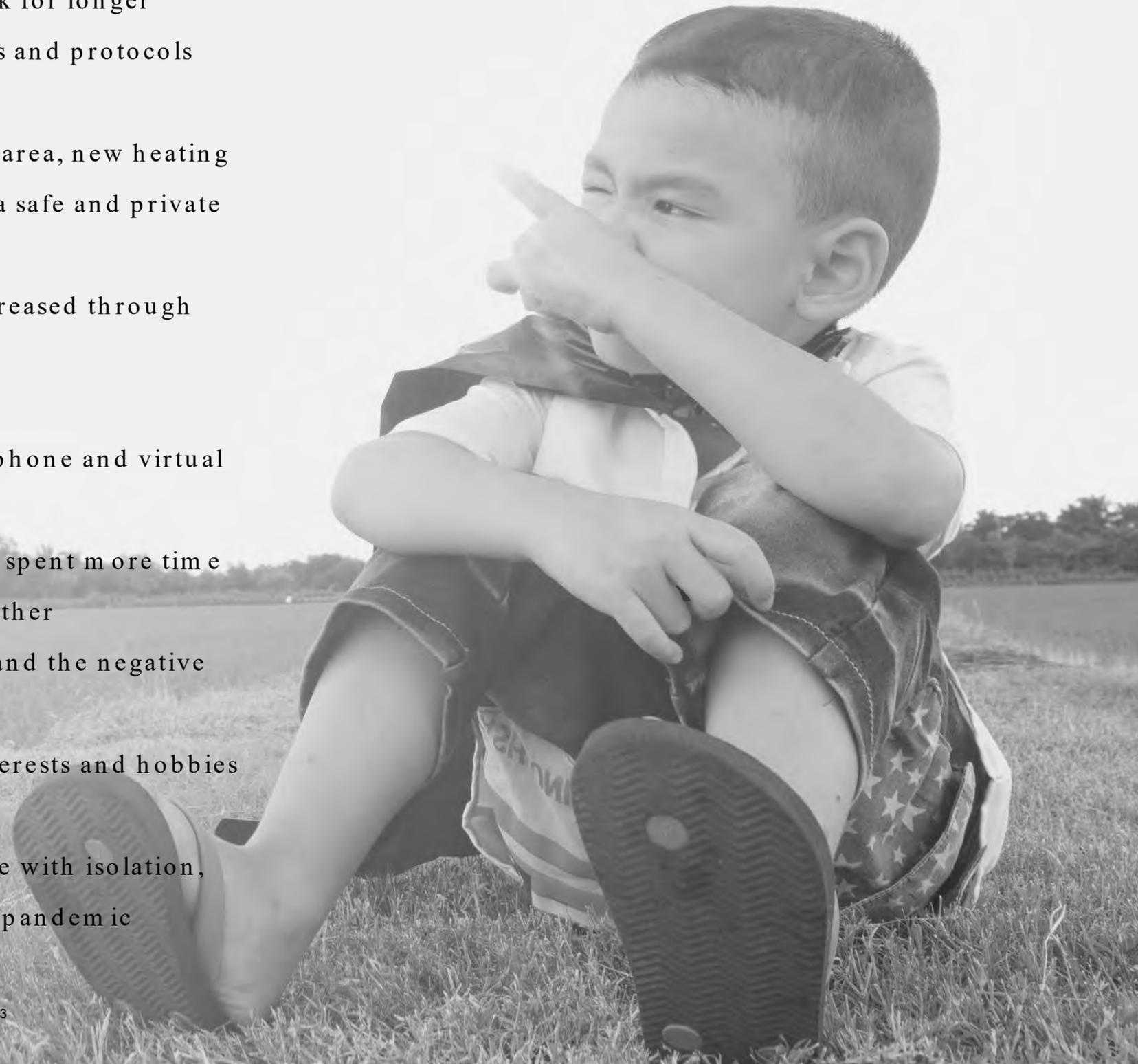
23 women & 43 children

Used the Residence

“Second Stage Housing helped my children and I overcome the abusive situation we left. We were given a safe place to stay, and the knowledge and skills to move our lives forward. The staff were so supportive and guided us through counselling so we could make future plans and live our lives without violence.” - one resident

2020-2021 Highlights

- Strategic planning sessions were deferred until the Board of Directors can work for longer periods of time together in the same space. Focus changed to COVID policies and protocols and ensuring the agency continued to offer services safely
- Implemented projects to increase building safety (Socially distanced common area, new heating and ventilation system, installation of safety dividers at work stations, created a safe and private meeting space as well as isolation space)
- All fundraising events were cancelled due to COVID and fundraising focus increased through research and foundation applications
- Grew relationships with community partners
- Developed positive relationships with the women and children through daily phone and virtual interactions to ensure emotional support was offered
- Staff modified and adapted to changing needs of the women and children and spent more time with them as a family unit supporting them as they faced daily challenges together
- Staff supported and reinforced positive change, helped the women to understand the negative effects of abuse
- One-to-one support helped the women to learn about self-care, budgeting, interests and hobbies as well as needs and basic necessities were met
- Statistically women and child that have experienced domestic violence struggle with isolation, Staff supported women and children with this as well as social isolation due to pandemic restrictions



Our Partners

St. Thomas -Elgin Second Stage Housing serves the population of Elgin County and the City of St. Thomas, and continually assist residents from all corners of our community. Time and time again, we see women coming to us unsure of themselves, expressing a sense of hopelessness, fear, and lack of control. We see residents leave us with a sense of purpose, direction in their lives, more self - confidence, and a commitment to live without violence.

We strive to instill the message that everyone has a right to make a healthy choice — a life free of control and violence.

St. Thomas -Elgin Second Stage Housing works closely with community partners to address the issue of violence at both the individual and the systemic level in order to create a non -violent community.

Ending violence is everyone’s responsibility. Governments, business, voluntary groups, institutions and service providers should be involved in public education and activities which contribute to change. Violence against women is not a private family matter but is a criminal offence which demands that perpetrators, not their victims, be held responsible for the violence.

Community participation, education and advocacy are priorities for our agency, and we need community leadership from our business partners and local leaders to support our mandate and assist in the elimination of violence against women and children by addressing the social and cultural issues that allow violence to continue.



Our Thanks to our Donors & Community Partners

Thanks to you, our community partners and donors, Second Stage Housing continues our commitment to support women and their children leaving abusive relationships.

Your support has allowed us to address individual needs of all the women and children and support them as they come to terms with the negative impact of abuse.

Your support allows us to run the residential program and transitional housing programs to keep women safe.

We see the women and children grow and flourish as they learn positive communication skills, set goals, develop relationships, and understand the importance of safety. Together, they move forward as a family unit in a positive manner with goals and a commitment to having a happier future.

Because of your support, staff at STESSH continue to make a positive impact and assist in the elimination of violence. We work to help reduce the stress on public and emergency services, but most importantly make lives safer.

For all that you do for STESSH, please know we are grateful, and that your support has made a true impact for local women and children.

St. Thomas–Elgin Second Stage Housing

Board of Directors

Kelly Hoogstra, Chair
Beverley Wright, Co Chair
Sylvia Vanderkooy, Secretary/Treasurer
Pat Pol, Director
Donna Lunn, Margaret Barrie, Director
Monica Benwell, Director
Marg Cheney, Director

Staff

Mickie Keefer, Executive Director
e: mkeefe.stessh@rogers.com

Stacey Robinson, Fund Development
e: froffice.stessh@rogers.com
p: 519.637-2288

Legal Name:

St. Thomas-Elgin Second Stage
Transitional Residence
CRA 137010674RR0001

15 Golding Place,
St. Thomas, ON N5R 6B6
p: 519.637.2288
f: 519.637.2213
w: www.secondstagehousing.net
e: secondstage.stessh@rogers.com



**Community Grant Program (CGP)
Final Report 2021**

Background

Organization: STEAM Education Centre

Primary Contact: Jessica Gransauil, Executive Director

Email: jessica@steameducation.ca

Phone: 5196192534

Please tell us which grant you received (check one):

Community Services – Seed Grant

Community Services – Cultivate Grant

Festival and Events – Seed Grant

Festival and Events – Cultivate Grant

How much funding did you receive from Elgin County in support of your program: \$ 6240

1.) Please briefly describe the program/service/festival/event that was funded through the Community Grant Program (CGP).

The 2020 pandemic highlighted the digital divide in Canada. Canadians stayed isolated at home for weeks to limit the virus' spread which means countless people relied on a home computer and internet to continue their work or education. Public health officials urged Canadians to connect virtually with health practitioners, family and friends. The limited options for those without a home computer created a knowledge gap and heightened the social and economic barriers they faced.

re//BUILD.IT Community launched in July 2020 with Community Grant Program cultivation support to provide free refurbished computers to low income students, Indigenous communities and people living in poverty in Elgin - St. Thomas - people disproportionately affected when schools, centres and libraries closed during the pandemic.

2.) Please confirm how this funding was used (please select all that apply):

Supplies

Volunteer expenses

Professional fees

Direct Program Expenses

Comments

With visionary support from the County of Elgin, re//BUILD.IT Community purchased computer hardware and supplies including replacement batteries, wireless internet adapters and web cameras.

Each computer provided comes with everything someone might need to participate in Canadian life as a worker, consumer and citizen: laptop or computer tower with the latest operating system, sanitized and clean of dust and debris, a monitor, keyboard, mouse, power cords, web camera with microphone, a wireless internet adapter, and speakers.

3.) Please confirm that the CGP funding was NOT used for the following: operating expenses (staffing/wages/benefits); capital projects; deficit reductions; or retroactive activity/program/event.

Yes, I confirm that CGP was not used for the aforementioned items.

I'm not sure.

- Please indicate which expenses you are unsure of, and provide an explanation in the comments section.

Operating Expenses

Capital Projects

Deficit reductions

Retroactive activity/program/event

I cannot confirm that CGP was not used for the aforementioned items.

Comments:

4.) Please briefly describe how successful your program/service/festival/event was.

re//BUILD.IT Community was extremely successful on many levels. We developed an easy-to-access resource solution for agency representatives and individuals alike with an expeditious and thorough application and qualification process followed by the coordinated transfer of technology to the recipient. This program created a way around the most difficult barriers that low income people constantly encounter, such as not having enough money, and computers not being considered eligible expenses per their assistance program.

We aspired to donate 300 refurbished computers and we actually provided 308 to people who could not otherwise afford a device to communicate, learn, work, and function from home.

5.) Please describe how successful you were in reaching your target audience (provide details if possible, i.e. number of participants).

In 2020, we aspired to reach a maximum number of low income students, Indigenous people and people facing poverty with devices and were extremely successful in reaching our target audiences. Through the referral and application processes, applicants were qualified by the program coordinator to ensure the standards and expectations of the program are met, and the intended participants receive our support. Here is the category breakdown for 308 recipients:

1. 62 computers to Indigenous people, 60 of which are youth students living in Elgin - St. Thomas.
2. 55 computers to low income students (of any age) living in Elgin - St. Thomas.
3. 38 computers to impoverished people from Elgin - St. Thomas wishing to learn a new skill, attend an online mental health class, or personal appointments from home.
4. 153 computers to residents of Middlesex - London and beyond.

Another symbol of our success in reaching the most vulnerable people comes from the recent acknowledgement from social enterprise Future of Good. re//BUILD.IT Community was recently selected by [Future of Good as a Top 100 Recovery Project Helping Canada Build Back Better](#), for creating a program that directly addresses five United Nations Sustainable Development Goals, including Quality Education, No Poverty, and Decent Work/Economic Growth.

6.) Please tell us whether your program/service/festival/event was successful targeting areas of the County facing greatest need or greatest inequities.

Our program was particularly effective because the STEAM Team made every effort to bring devices to people living across the County, particularly to those without a vehicle in remote areas. Whether coordinating with one's social/mental health worker, finding a volunteer to deliver a device, or a STEAM staff member dropping them off personally, re//BUILD.IT Community was very successful targeting and equipping people across the County facing greatest need, and greatest inequities.

7.) Please describe how impactful your program/service/festival/event was (i.e. number of participants, user impact statements, etc.)

This program has collected thousands of pounds of electronic waste and given new purpose to old tech by providing 308 refurbished computers to people who could not otherwise afford a device to communicate, learn, work, and function from home.

We were able to leverage the early success of this program to acquire more than 30 referral partner agencies and organizations to ensure every person facing poverty without a home computer can access the program when they need it most. With 7-10 requests for a device received each week, we forecast donating at least 400 computers to residents of Elgin - St. Thomas in 2021-2022.

To further evidence our ability to successfully and meaningfully create impact for our target audiences, I have attached two letters of support from local health and vocational support workers: CMHA Vocational and Mental Health Lead, M. Crocker, and Job Placement Specialist with Youth Opportunities Unlimited, J. McGuire.

8.) Did your program/service/festival/event increase participation and engage persons with disabilities?

Yes. Please tell us how in the comments section.

No. Please tell us why you weren't able to accomplish this in the comments section.

Not sure. Please explain in the comments section.

Comments:

Thanks to our extensive collection of donated technologies, this program has been accessed continually by people with disabilities and who need specific technology to facilitate easy use of a computer for their purposes. For example, we provided extra large monitors to people who had vision, we provided tablets to those who struggle to type due to arthritis or mobility issues, and we gave web cameras with microphones to each recipient to ensure they can participate visually in mental health and physical support programs with their workers and/or caretakers.

9.) Please tell us whether your program/service/festival/event followed the schedule and key dates that you identified in your application. Please provide additional information/explanation if you made changes to the schedule and key dates.

We did not deviate from the plan, and ultimately surpassed our distribution goal for our first year.

10.)Please let us know how the CGP supported the following:

Continued capacity of your organization;

Contribution to the sector; and

Your organization's ability to achieve funding priorities and outcomes.

Comments:

The CGP supported the creation of this program, specifically funding the cost of replacement computer parts and components. As such, the CGP has made a huge contribution to the education and skill development sectors, and anti-poverty measures, respectively. Additionally, and without realizing the impact at the onset of the program, the CGP helped create a one-of-a-kind computer donation program in our region, helping our most vulnerable people stay connected to family, friends, services and opportunities in uncertain times.

11.)Please **attach** a financial statement with actual program/service/festival/event costs.

Program revenue and spending report, July 2020 to August 2021.

12.)Please attach or detail all available metrics or statistics that you used to measure the success of your program.

We measure the success of our program based on our ability to reach the target audiences, participant feedback, and the quantity of devices we are able to provide. Documentation and analysis begins when someone submits an application. Following the submission of one's application form, a Program Coordinator calls each applicant to confirm personal details, and to collect additional information to qualify each applicant, including:

1. Where do you reside?
2. Is the applicant a registered student? Or planning to register for a school program?
3. Is the applicant receiving any kind of financial or social assistance, such as OW or ODSP, at this time?
4. Does the applicant have limited extra funds? I.e. Can they afford a \$200 used computer at this time?
5. Is the applicant Indigenous?

Conversation naturally shifts with each qualifying phone call, allowing us to collect important information through detailed note taking. This process also leads us to identify the most popular second languages, and begin to develop applications in each popular second language.

13.)**CULTIVATE ONLY:** How successful were the changes you made to your program/service/festival/event?

re//BUILD.IT Community launched as a quick response after STEAM Education Centre received frequent requests from the community to rebuild computers after schools, centres and libraries closed due to covid restrictions. When we applied for funding from the County of Elgin, we had just begun the program, and had provided 85 refurbished computers (Nov 2020). Funding from the County allowed us to fortify the program and intentionally strive to support more than 300 people and families.

14.) How likely is your organization to apply for CGP funding in 2021?

Very likely

Unlikely

Not sure

Other: _____

15.) Optional – Please attach any supplemental information (e.g. organizational year end reports) to this application.

STEAM Education Centre Annual Report

Declaration:

I confirm that the information provided in this report is true, complete, and accurate. I understand that all materials submitted as part of this final report will be shared publicly to ensure accountability and transparency.

Authorized Signature(s) (two (2) needed if not incorporated):

Name: Jessica Gransauil

Position: Executive Director

Signature:



**re//BUILD.IT Community Budget Report
(2020-2021)**

Budget		
Income:	Requested:	Notes:
Federal Government Sources (specify):		
Gov. of Canada (United Way)	\$71,340.00	Funding for July 2020 to March 2021
Provincial / Territorial Government Sources (specify):		
Elgin County	\$6,274.00	Funding received April 2021
Other (list all sources)		
Elgin Business Resource Cntr	\$1,000	Sponsorship
Green Lane Fund	\$30,000	Funding for October 2020 - October 2021
Total Income:	\$108,614.00	
Proposed Expense:		
Wages and Benefits	\$68,250	2 Part time program staff + MERCs x 12 months
Professional Fees:	\$5,500	Consultant (design program website, do updates, creative ads, flyers)
Travel for Staff and Volunteers:	\$1,550	Computer donation pickups, drop offs
Printing and Communication:	\$5,259	Program postcards, social media ads, radio ads, Chamber of Commerce ads. Printed program materials for applicants.
Utilities, Insurance, and Rental of Premises	\$6,143	Pro-rated space costs (ie. inventory storage, refurbishing, distribution activities), insurance
Equipment Purchase/Rental/Lease/Maintenance:	\$1,200	Supplemental cords, keyboards, mouse, monitors, components, hand tools, computer storage racks, Health and Safety/PPE supplies, sterilizing products, specialized computer cleaning products
Program Hardware (Wireless access tools)	\$9,513	Ethernet cord or wireless adapters, web camera with microphone
Administration Costs:	\$13,577	Staff training, supervision, and program tracking, reporting, evaluation
Other Project Materials and Supplies:	\$200	Volunteer tshirts, safety equipment,
Small Capital Costs:	\$0	
Total Expense:	\$111,192	

STEAM EDUCATION CENTRES INCORPORATED

FINANCIAL STATEMENTS

JUNE 30, 2020

INDEPENDENT AUDITOR'S REPORT

To Board of Directors of STEAM Education Centres Incorporated:

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of STEAM Education Centres Incorporated, which comprise the statement of financial position as at June 30, 2020, and the statements of operations & changes in fund balances and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the organization as at June 30, 2020, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

MARK A WALES

CHARTERED PROFESSIONAL ACCOUNTANTS

367 Talbot St St Thomas ON N5P 1B7
Tel: (519) 637-0700 Fax: (519) 637-0919
10 Argyle St Simcoe ON N3Y 1V5
Tel: (519) 512-0471 Fax: (519) 512-0501
www.markawales.ca

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the organization to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the organization's audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

October 28, 2020
St Thomas, Ontario



Mark A Wales Professional Corporation
Chartered Professional Accountants
Authorized to practise public accounting by the
Chartered Professional Accountants of Ontario

STEAM EDUCATION CENTRES INCORPORATED

STATEMENT OF FINANCIAL POSITION AS AT JUNE 30, 2020

	<u>2020</u>	<u>2019</u>
	<u>\$</u>	<u>\$</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Bank and cash	95,296	36,565
Accounts receivable	-	7,696
Government remittances recoverable	690	15,612
Inventory	500	2,079
Prepaid expenses	<u>460</u>	<u>3,392</u>
TOTAL ASSETS	<u>96,946</u>	<u>65,344</u>
<u>LIABILITIES & NET ASSETS</u>		
CURRENT LIABILITIES		
Line of credit - Note 7	18	-
Accounts payable and accrued liabilities	7,330	26,700
Government remittances payable	195	270
Deferred contributions - Note 3	<u>104,855</u>	<u>14,192</u>
	112,398	41,162
CEBA LOAN - Note 8	40,000	-
CONTRACTUAL OBLIGATIONS - Note 4		
NET ASSETS		
Unrestricted funds (deficit)	<u>(55,452)</u>	<u>24,182</u>
TOTAL LIABILITIES & NET ASSETS	<u>96,946</u>	<u>65,344</u>

SIGNED ON BEHALF OF THE BOARD:

.....
Director:

.....
Director:

The accompanying notes are an integral part of these financial statements

STEAM EDUCATION CENTRES INCORPORATED

STATEMENT OF CHANGE IN NET ASSETS YEAR ENDED JUNE 30, 2020

	<u>2020</u>	<u>2019</u>
	<u>\$</u>	<u>\$</u>
Balance - Beginning of year	24,182	(4,335)
Excess (deficiency) of revenues over expenses for the year	<u>(79,634)</u>	<u>28,517</u>
Balance - End of year	<u><u>(55,452)</u></u>	<u><u>24,182</u></u>

The accompanying notes are an integral part of these financial statements

STEAM EDUCATION CENTRES INCORPORATED

STATEMENT OF OPERATIONS YEAR ENDED JUNE 30, 2020

	Budget 2020 \$	Actual 2020 \$	Actual 2019 \$
REVENUES			
Opening balance	-	-	75,000
Unrestricted contributions and grants	95,000	46,288	64,765
Restricted contributions and grants	105,000	52,181	87,247
E-Waste recycling	6,500	4,142	6,237
Memberships	-	-	550
Space rental	400	940	21,048
Consultation and instruction	2,250	2,761	1,780
Retail merchandise and consumable fees	24,750	3,779	12,750
Enrolment fees	31,330	6,652	32,588
Events	40,000	-	20
School field trips	32,125	6,645	15,816
Raffle proceeds	2,000	-	1,720
Bank interest	<u>250</u>	<u>116</u>	<u>130</u>
	339,605	123,504	319,651
EXPENSES			
Advertising and marketing	6,792	2,159	4,722
Computer hardware and software	5,000	1,913	3,646
Direct programming expenses	35,300	12,305	17,327
Insurance	4,150	1,754	2,276
Event costs	8,000	-	571
Office expenses	5,100	3,260	10,038
Professional fees	14,210	14,926	10,179
Professional development	1,000	260	402
Retail purchases	-	-	1,223
Telecommunications	1,330	1,653	2,588
Travel	1,000	59	97
Utilities	21,550	20,967	33,325
Wages and benefits	<u>192,281</u>	<u>143,882</u>	<u>204,740</u>
	295,713	203,138	291,134
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FOR THE YEAR	<u>43,892</u>	<u>(79,634)</u>	<u>28,517</u>

The accompanying notes are an integral part of these financial statements

STEAM EDUCATION CENTRES INCORPORATED

STATEMENT OF CASH FLOW YEAR ENDED JUNE 30, 2020

	<u>2020</u>	<u>2019</u>
	<u>\$</u>	<u>\$</u>
CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES		
Excess (deficiency) of revenues over expenses for the year	(79,634)	28,517
Changes in working capital items:		
Change in accounts receivable	7,696	(6,689)
Change in government remittances recoverable	14,922	12,891
Change in inventory	1,579	1,005
Change in prepaid expenses	2,932	2,746
Change in accounts payable and accrued liabilities	(19,370)	538
Change in government remittances payable	(75)	(4)
Change in deferred contributions	<u>90,663</u>	<u>(77,299)</u>
	<u>98,347</u>	<u>(66,812)</u>
	18,713	(38,295)
CASH PROVIDED BY (USED IN) FINANCING ACTIVITIES		
Acquisition of CEBA loan	40,000	-
Repayments to line of credit	(8,982)	-
Advances from line of credit	9,000	-
Repayments to note payable	(10,000)	-
Advances from note payable	<u>10,000</u>	<u>-</u>
	<u>40,018</u>	<u>-</u>
NET CHANGE IN CASH FOR THE YEAR	58,731	(38,295)
CASH - BEGINNING	<u>36,565</u>	<u>74,860</u>
CASH - ENDING	<u>95,296</u>	<u>36,565</u>

The accompanying notes are an integral part of these financial statements

STEAM EDUCATION CENTRES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED JUNE 30, 2020

1. NATURE OF OPERATIONS

The organization was Federally incorporated on May 18th, 2016 in the Province of Ontario for the purpose of empowering all learners and makers in Southwestern Ontario to create the future through play, ingenuity and exploration using STEAM learning tools. The organization is a Registered Charity without share capital under the ITA (Canada).

The organization operates from the rented premises at 745 Talbot Street, St Thomas.

2. SIGNIFICANT ACCOUNTING POLICIES

The organization follows accounting principles generally accepted for not-for-profit organizations and these financial statements have been prepared in accordance with the Canadian accounting standards for not-for-profit organizations which include the following:

(a) Accrual Basis of Accounting

Revenue and expenditures are recorded on the accrual basis, whereby they are reflected in the accounts in the period in which they have been earned and incurred respectively, whether or not such transactions have been fully settled by the receipt of payment of money.

(b) Revenue Recognition

The organization follows the deferral method of accounting for contributions which include government grants. Restricted contributions and are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions, fees, rent and interest are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

(c) Inventory

Inventory is measured at the lower of cost and net realizable value. The cost is determined using the first-in, first-out method. Net realizable value is the estimated selling price in the ordinary course of business.

(d) Capital Assets

The organization has elected to expense capital assets as purchased in accordance with Section 4431 of the Accounting Standards for Non-Profit Organizations. The following is a list of the types of capital assets the organization utilizes:

- Computer hardware
- Office equipment
- Program equipment
- Leasehold improvements
- Signs

STEAM EDUCATION CENTRES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED JUNE 30, 2020

2. SIGNIFICANT ACCOUNTING POLICIES - continued

(e) Intangible Assets

Intangible assets acquired individually or as part of a group of other assets are expensed as incurred. The organizations intangible assets consist of computer software, which is expensed as purchased.

(f) Contributed Services and Goods

Volunteers contribute an indeterminable number of hours per year to assist the organization in carrying out its activities. Because of the difficulty in determining the fair value and the extent of staff time required to gather and calculate the fair value, contributed services are not recognized in the financial statements.

Used electronic goods are accepted by the organization through the E-Waste Recycling program. Contributed goods, used in the normal course of operations, are recognized in the financial statements when the fair value can be reasonably estimated and the materials would otherwise have been purchased.

(g) Leases

Leases are classified as either capital or operating leases. A lease that transfers substantially all of the benefits and risks incidental to the ownership of property is classified as a capital lease. All other leases are accounted for as operating leases wherein rental payments are expensed as incurred. At the inception of a capital lease, an expense and obligation are recorded at an amount equal to the lesser of the present value of the minimum lease payments and the property's fair value at the beginning of such lease.

(h) Financial Instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale or issue of financial instruments are expensed when incurred. The organizations's financial instruments consist of cash, accounts payable, accrued liabilities and deferred grants.

STEAM EDUCATION CENTRES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED JUNE 30, 2020

2. SIGNIFICANT ACCOUNTING POLICIES - continued

(i) Measurement Uncertainty

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates. The primary estimates made by management in these financial statements relate to accruals.

3. DEFERRED CONTRIBUTIONS

Deferred contributions represent the amount of restricted contributions that are related to expenses of future periods. When expenses are incurred, the matching contribution will be recognized as revenue. At year end, \$104,855 of the cash balance is restricted to be used for future programs.

	<u>2020</u>	<u>2019</u>
	<u>\$</u>	<u>\$</u>
CIRA Grant	74,255	-
Ontario Trillium Grant	28,600	-
Canada Summer Training Grant	-	12,192
Elgin-St Thomas Community Foundation Grant	1,000	-
Kinsmen Scholarship	<u>1,000</u>	<u>2,000</u>
	<u>104,855</u>	<u>14,192</u>

4. CONTRACTUAL OBLIGATIONS

The organization is committed to payments for property and service contracts with varying terms. Aggregate annual payments are as follows:

	<u>\$</u>
2021	20,243
2022	18,000
2023	<u>9,000</u>
	<u>47,243</u>

STEAM EDUCATION CENTRES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED JUNE 30, 2020

5. CAPITAL ASSETS

During the normal course of operations, the organization has purchased and expensed the following capital assets which would otherwise be capitalized and amortized under the alternative accounting policy:

	<u>2020</u> <u>\$</u>	<u>2019</u> <u>\$</u>
Office equipment	-	2,480
Program equipment	<u>974</u>	<u>-</u>
	<u>974</u>	<u>2,480</u>

6. FINANCIAL INSTRUMENTS

The organization is exposed to various risks through its financial instruments. The following analysis provides information about the organization's risk exposure and concentration as of Tuesday, June 30, 2020.

(a) Credit risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The organization is exposed to credit risk from donors and customers, however, the nature and cycle of these obligations, and the number of donors and customers ensures that the organization's exposure to credit risk is minimized. It is uncommon for the organization to have any outstanding amounts due from customers.

(b) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The organization is exposed to this risk mainly in respect of its receipt of funds from donors and customers and accounts payable. The predictable and cyclical nature of the operating cycle reduces the organization's liquidity risk. The organization manages budgets to adjust expenditures when shortfalls are expected.

STEAM EDUCATION CENTRES INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED JUNE 30, 2020

6. FINANCIAL INSTRUMENTS - continued

(c) Market risk

Market risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in the market prices. Market risk comprises three types of risk: currency risk, interest rate risk and other price risk. The organization does not have any significant exposure to market risk.

7. LINE OF CREDIT

The organization has a line of credit facility with the Libro Credit Union. The facility is to a maximum of \$10,000 and bears interest at the prime rate of the Libro Credit Union plus 5.0%. At year-end, \$9,982 (2019 - \$10,000) of the facility was available to use.

8. CEBA LOAN

During the year, the organization applied for the Canadian Emergency Business Account ("loan") from the Government of Canada and received the \$40,000 advance from the Libro Credit Union. There are no repayment terms until December 31, 2022. If the organization repays the loan before December 31, 2022, the Government of Canada has agreed to forgive up to 25% of the loan. If loan is partially repaid by December 31, 2022 then the organization may enter into an arrangement with the Government of Canada to repay the balance.

Principal repayments expected for the next five years:

	<u>\$</u>
2021	-
2022	-
2023	<u>40,000</u>
	<u><u>40,000</u></u>

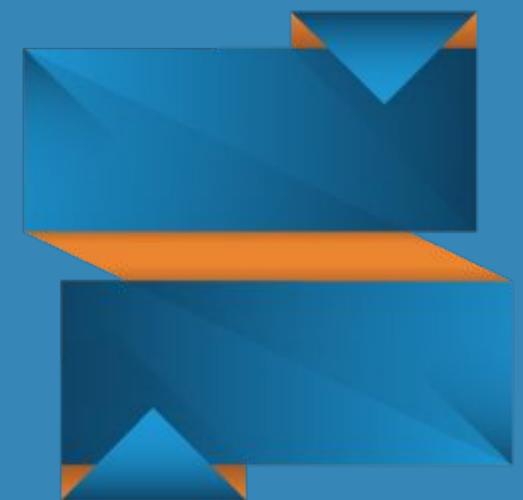
9. BUDGET AMOUNTS

The 2020 budget amounts are presented for information purposes only. They were approved by the board of directors and are unaudited.

STEAM Education Centres

Annual Report, 2020-2021

Empowering Students to Imagine,
Design and Innovate the Future



Education Innovation Happens Here

Defying Odds, We're Full STEAM Ahead!

On behalf of the STEAM Education Centre Board, Staff and Students, it is a privilege to present to you our Annual Report for 2020-2021. This year, STEAM Education deepened its impact despite facing unprecedented adversity. Thanks to tremendous support and generosity from our network, we were able to quickly pivot to virtual program delivery in 2020, and add new programs to fuel curiosity and confidence in youth, building leadership and foundational skills in science, technology, engineering, art and math, contextualized to their communities and life experiences.



The following pages detail the main programs that captured our mission driven focus, including:

- ❖ iSTEAM - a participatory project with Chippewa of the Thames First Nation.
- ❖ STEAM Community Studio - a community engaged learning program prototyping new solutions to local problems.
- ❖ re//BUILD.IT Community - a computer donation program for students and low income families.
- ❖ STEAM Leaders - a learning, mentorship and leadership program for high school and post secondary students.
- ❖ Creating accessible educational Camps and Workshops for local learners - whether online or on paper.

As we look ahead to our fifth anniversary in October, we're incredibly grateful to our supporters for encouraging us to create advanced learning opportunities and introduce equity initiatives to reach underserved groups in our community. STEAM Education programs are creating meaningful, and long lasting impacts for students and community everyday. Thank you for supporting our mission and a vision for education innovation across Elgin - St. Thomas.

Sincerely,
Jessica Gransauil
Executive Director



STEAM CENTRE
SCIENCE • TECHNOLOGY • ENGINEERING • ART • MATH

iSTEAM

Indigenous Ways of Knowing and STEAM Education

[iSTEAM](#) began in 2020 with Antler River Elementary School, Chippewa of the Thames First Nation as a participatory pilot project. iSTEAM explores our concept of incorporating Indigenous arts, culture, land and stories with hands-on projects using emerging technology and traditional hand tools to inspire digital skill development, educational achievement and personal growth. Each week of school, up to sixty students in grades 5-8 and 5 teachers participate in iSTEAM workshops using proprietary work plans and material kits. iSTEAM projects are interactive, FUN, culturally relevant to Indigenous people, and directly connected to the Ontario curriculum learning goals.

“During these maddening times, the STEAM projects were amazing because they gave students the opportunity to do hands-on activities, and even when we were teaching virtually, we were all able to work on the projects together; two of my students even started to teach me how to bead while we were online, and this fostered an environment of student-lead learning and community. I think that the biggest success of these kits within the context of a covid19 school year is that they helped bring students together.”

~ Ashley, Teacher at Antler River Elementary School

[Meet iSTEAM educator, Dakota, and learn more about iSTEAM with this short video!](#)

iSTEAM was generously supported by Canadian Internet Registration Authority and Ontario Trillium Foundation in 2020, and we aspire to grow iSTEAM to include additional schools and students including Standing Stone Elementary School, Oneida Nation.



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STEAM Community Studio

Students Creating Real Solutions

STEAM Community Studio is a community engaged learning program for students to design new solutions to real-world problems in their communities. Through research, design thinking and prototyping activities, students gain the exceptional ability to directly inform public policy discussions, support community members, municipalities, businesses, and organizations. In our first year, ninety-five students from 8 schools collaborated on 6 projects suggested by their community:

1. Creating a Community Reuse Centre for the City of St. Thomas.
2. Creating welcoming sensory spaces for Wellkin Child & Youth Mental Wellness Centre.
3. Creating a Virtual Marketplace for downtown businesses to build a stronger online presence with Downtown Development Board.
4. Creating an Audio and Video Production Studio for Youth Skill Building at Ignite Youth Centre.
5. Using live nesting cameras to inspire people to be stewards of the environment with Jaffa Environmental Centre.
6. Creating a multi-lingual 'Smoke Detectors for Seniors' public education campaign with the St. Thomas Fire Department.

This program was established with a visionary multi-year gift from the Estate of Donna Bushell within the Elgin - St. Thomas Community Foundation, and is set to kick off the the second year in September 2021.



“STEAM Community Studio is an excellent example of a Community Engaged Learning (CEL) community partner. In the course, students have been able to take their classroom knowledge and apply it to real-world community problems. STEAM Studio has provided students with an exceptional experience and new perspectives on the impact of nonprofits in our community through a close collaboration with Denise and Fred (and others!). The St. Thomas Re-use centre is such an amazing idea and it will undoubtedly have significant positive societal and environmental impacts.”

**Denise Grafton, PH. D Assistant Professor
Department of Geography & Department of
Health Studies
Western University**



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STEAM Leaders

Fostering Learning and Leadership

STEAM Leaders is an advanced student placement and co-operative program for forward-thinking people who want to fortify their education and future pursuits. Each year, we welcome 12-15 high school and post secondary students into the program, who learn how to use our collection of technology and education tools, practice using prototyping tools, are mentored by industry experts, and have opportunities to lead younger students alongside the STEAM Education team.

From July 2020 to July 2021, despite the pandemic and restraints on learning, 16 students devoted more than 6200 hours to skill building, creating superlative content for future STEAM programs, fundraising for the organization and many other leadership activities across STEAM Education programs. With more interest in this program than ever before from students and schools, we anticipate expanding the program this year to include up to 20 student Leaders.



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re//BUILD.IT Community Computer Donation Program

re//BUILD.IT Community launched in July 2020 to support students, Indigenous communities and families with limited funds who lost access to a computer when their schools, centres and libraries closed due to the pandemic.

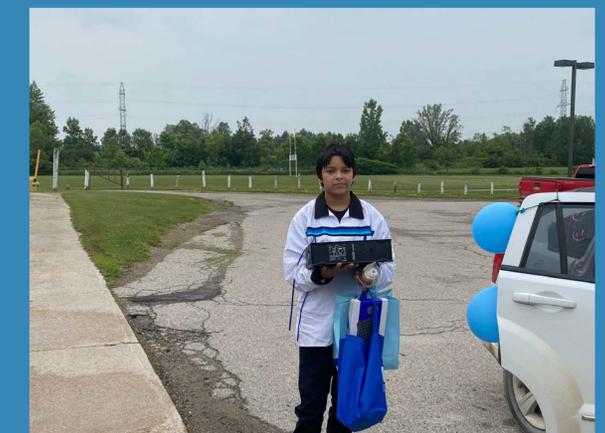
Selected by Future of Good as a Top 100 Recovery Project helping Canada build back better, re//BUILD.IT Community collects desktop and laptop computer donations from local businesses, organizations and people, to refurbish and donate the essential devices to vulnerable people living digitally stranded without a home computer.

To date, re//BUILD.IT Community has donated more than 235 computers to people who could not otherwise afford to acquire a device to communicate, learn, work, and function from home. Based on demand, we anticipate donating at least 300 computers in 2021.

“We strongly support this program and the focus on reducing disparities among barriered communities by keeping them connected and reducing the digital divide. As an organization this program has greatly supported the youth demographic in which we work by providing access to technology that allows our participants to continue to engage and learn through online means.”

~ Justin McGuire, Job Placement Specialist, Youth Opportunities Unlimited

re//BUILD.IT Community began with generous technology donations from the community, and financial support from United Way Elgin-Middlesex/Government of Canada, Elgin County, Kinsmen Club of St. Thomas, Elgin Business Resource Centre and Green Lane Trust.



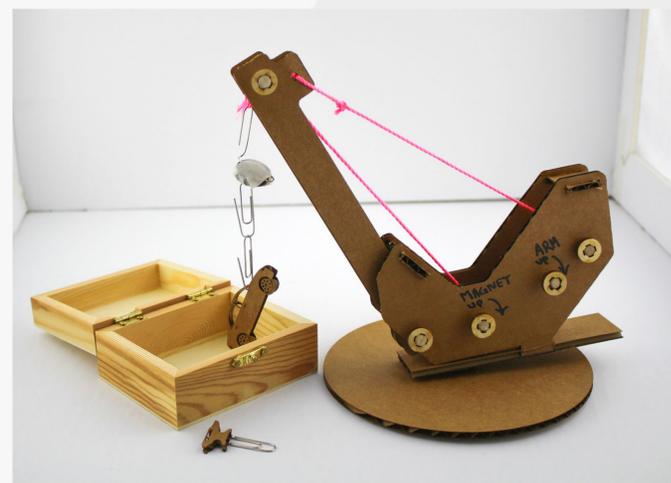
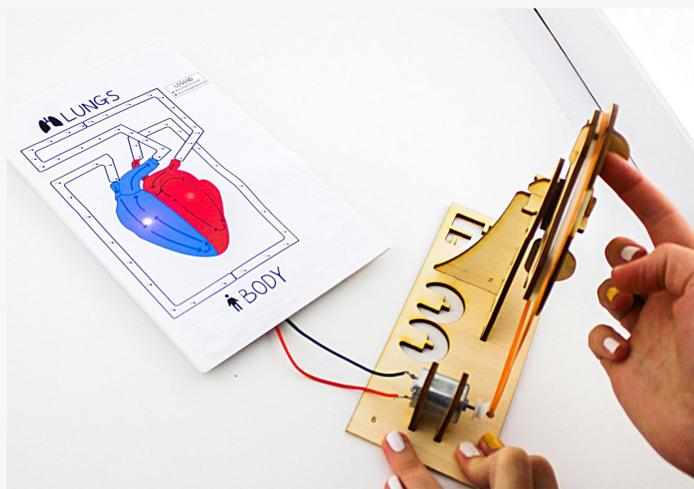
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Reimagining Camps and Workshops

Engaging Every Learner Where They Are

When most public programs for kids were cancelled in 2020, STEAM Education was approached to create four weeks of 'summer camp at home' for children supported by Family and Children's Services. We brought our [award winning](#) camp experience to kids 4-16 years old with fully accessible instructions, considering those with and without access to a computer or internet. Camp was a success and with our new learning management system in place, we were set to take on delivering a phenomenal asynchronous summer Camp@Home experience for kids in 2021.

Secondary and postsecondary student Leaders worked to create five days of hands-on activities for two themes. Bold Biology campers explored topics like microbiology by making petri dishes to grow bacteria, and physiology by constructing a circuit model of the circulatory system. Super STEAM campers became system architects and envisioners, using art forms like sun printing to create blueprints and designing a mechanical automaton. The activities were so fun, most campers reported the whole family joining in!

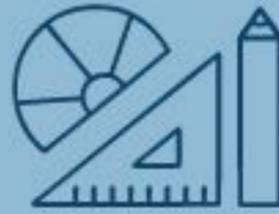


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OUR CAMPS & FIELD TRIPS

"As a parent I am very impressed with all the work put into this Camp Week Kit. The detailed booklets with the experiments and the extra craft/builds (hands on) related to the main topic are fantastic. All of the extra information and materials are great and definitely add to the knowledge base and help deliver the concepts in a way that both the student and the parent can get a lot out of the experience."

- Kim Seguin on Bold Biology Camp



OUR COMMUNITY IMPACT

"The STEAM Education Centre has a program where they get Western Students to design a process. It's a program meant to give students opportunities to get involved in critical thinking and prototyping solutions to local and persistent problems. So these students worked with STEAM and they worked with us and they just did an awesome job,"

- Justin Lawrence, City Engineer, City of St Thomas



OUR STUDENT LEADERS

"Thank you so much for being such wonderful partners and mentors on this project. I could not have imagined a better organization to work with and I have loved learning more about your organization and all of the amazing things you do for the community."

- Lauren, UWO Student, STEAM Community Studio program



OUR COMMUNITY IMPACT

"The opportunities that Steam Education has provided our clients is beyond amazing."

- RSSW, Transition to Employment Mental Health Worker referring to the re//BUILD.IT Community Computer Donation Program



What are people saying about the STEAM Education Centre?

OUR SCHOOL PROGRAMS

"The school partnership with STEAM is "bringing families together. Empowering students and engaging adults."

- Jeff Clark, Antler River Elementary School teacher



OUR COMMUNITY PROGRAMS

"I just wish to extend my deepest thanks to all of you for the work you do, I just recently received a computer through your program and I must say it is beyond anything I could have expected, let alone afford. The ability to reconnect w/ my family in London and British Columbia has been such a gift that I really cannot express it enough, and the hardware itself is amazing,"

- Christopher, re//BUILD.IT Community computer recipient



OUR COMMUNITY SUPPORTERS

"The City would like to thank the students and STEAM for developing this reuse concept. As a City, we need to make changes in our lives to support the 3 R's in their order. Reduce – buy less and buy quality, Reuse – fix it, upcycle, or give to someone who will, and then Recycle."

- Mayor Joe Preston



Thank you!

Jessica Gransaul
Executive Director

jessica@steameducation.ca
226-212-0048

Shawn Southern
Board Chair

shawn@southernfamily.ca
226-212-0048



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July 6, 2021
Youth Opportunities Unlimited
333 Richmond St.
London, ON

To whom it may concern,

I write on behalf of *Youth Opportunities Unlimited* in support of the *STEAM Centre re//BUILD.IT Community* computer donation program that ensures every low income and/or at risk person within 150km of the *STEAM Centre* can receive a free computer to help with issues of isolation and vulnerability.

We strongly support this program and the focus on reducing disparities among barriered communities by keeping them connected and reducing the digital divide.

As an organization this program has greatly supported the youth demographic in which we work by providing access to technology that allows our participants to continue to engage and learn through online means.

We typically work with a wide range of youth but many face financial barriers and/or are on financial assistance such as Ontario Works, CAS, or ODSP. This program has allowed for many to continue to access our services – many of which have had to move to an online setting during the past 18 months. This includes services related to employment such as online workshops, interviewing with potential employers, and meeting for personal supports.

The program will further allow the success of many individual youth as it allows them to maintain connection to others, potential other services and service providers or access to further learning and educational opportunities.

We look forward to continuing to work with *STEAM Centre* in providing technological support and resources to the community.

Sincerely,

A handwritten signature in black ink, appearing to read "Justin McGuire".

Justin McGuire
Job Placement Specialist
Youth Opportunities Unlimited



Wednesday, September 22, 2021

Jessica Gransauil
Steam Education
Rebuild it Program

Subject: Acknowledgment of Successes

Dear Jessica,

On behalf of the Vocational Rehabilitation Program at Canadian Mental Health Association Thames Valley Addiction and Mental Health Services, we wish to acknowledge the outcomes of our clients, as a result of your program.

The pandemic came last year in March 2020, and immediately altered the way we could provide services to our clients within the vocational rehabilitation program. The program needed to find a way to be able to reach out to clients and be able to continue to achieve goals. This is when I stumbled across an AD on 94.1 My FM that stated that Steam Education was providing virtual supports with donated laptops/desktops.

Since the partnership with Rebuild it program was created, our clients have found access to working on their individual goals. One year ago I had 15 clients that had no ability to connect virtually. Rebuild it provided laptops and desktops to all referrals and continues to provide ongoing donations of laptops/desktops to our clients today. This allows clients the ability to access programs internally and externally, academic development, job development and virtual 1:1 meetings.

Good News Story, one person that obtained a laptop which provided access to finishing his last credit towards his OSSD, he graduated in the spring of 2020, when I supported him with this process he was so excited that he actually accomplished this goal, he had a very happy squeal that I will never forget. He then moved onto job search which required Smart Serve Online for which he accomplished virtually, then he completed Youth Job Connect Online which resulted in a part time job that he continues to thrive at today.

In closing, your program in connection with our program has found success as a result of access to resources in community virtually. Jobs have been found, academic achievements have been completed, and ongoing support via the virtual world as brought opportunities. Individuals that live in poverty have seen change in their lives that has bettered their basic needs moving towards self-actualization, confidence and success. With gratitude and humble acknowledgments from our program and supported people, I would like to thank Steam Education.

Regards,

Michelle Crocker RSSW *(pronouns: she, her, hers)*
Vocational Rehabilitation Mental Health Worker

Community Grant Program (CGP)

Final Report 2021

Background

Organization: Tillsonburg & District Multi-Service Centre

Primary Contact:

Email: kleatherland@multiservicecentre.com

Phone: 519-842-9008 x.274

Please tell us which grant you received (check one):

- Community Services – Seed Grant
- Community Services – Cultivate Grant
- Festival and Events – Seed Grant
- Festival and Events – Cultivate Grant

How much funding did you receive from Elgin County in support of your program: \$2,207

- 1.) Please briefly describe the program/service/festival/event that was funded through the Community Grant Program (CGP).

The Multi-Service Centre is a charitable organization providing excellence in employment, literacy and home support services to Oxford, Norfolk and Elgin communities through partnerships and innovation that allow others to embrace their personal independence.

Multi-Service Centre Employment and Literacy services provide training and support to help people develop new skills and secure employment. MSC Home Support Services help seniors and people with disabilities to maintain their independence through meal delivery, transportation to medical appointments and home support.

- 2.) Please confirm how this funding was used (please select all that apply):

- Supplies
- Volunteer expenses
- Professional fees
- Direct Program Expenses

Comments:

The MSC is grateful for the continued support from Elgin County. Last year, the MSC was the successful recipient of a \$2,207 community grant. These grant dollars supported volunteer on-boarding (materials, technology, supports), the purchase of materials and technology for the adult literacy program students and helped to subsidize client fees in transportation and meals for needy individuals. Without these funds the Multi-Service Centre would not have been able to assist clients in financial need with the client fees for meals and transportation. Without the financial support to provide for the needs of continuing and new volunteers, programs that rely on volunteers to deliver service would not have been able to deliver as much service to clients as they did. During the pandemic the Multi-Service Centre has experienced an increase in demand for services and has met those needs. The Multi-Service Centre's grant application supported our community programs, specifically the Adult Literacy and Basic Skills, Home Support and Employment Services programs. Grant funds were used to support our clients to reach their goals whether this is for a senior to remain living in their own home or a literacy client to reach their learning employment goals.

3.) Please confirm that the CGP funding was NOT used for the following: operating expenses (staffing/wages/benefits); capital projects; deficit reductions; or retroactive activity/program/event.

I confirm that CGP was not used for the aforementioned items.

I'm not sure.

- Please indicate which expenses you are unsure of, and provide an explanation in the comments section.

Operating Expenses

Capital Projects

Deficit reductions

Retroactive activity/program/event

I cannot confirm that CGP was not used for the aforementioned items.

Comments:

Each year, our non-profit organization receives core funding from various government bodies, however it does not cover all program costs. We rely greatly on donations and grant funds to enhance and expand current programs to meet the needs of our growing and changing community. Many of our programs rely on volunteers to deliver services. Grant funds will support volunteer activities (recruitment, training, orientation), the purchase of materials and technology (for literacy tutors and students, technology devices for clients to support remote learners and items in our seniors related programs), subsidizing client fees for service provision such as transportation to medical appointments and meals for needy individuals and the purchase of personal protective equipment to help keep our clients, volunteers and community safe.

4.) Please briefly describe how successful your program/service/festival/event was.

The Multi-Service Centre has continued to deliver Home Support, Employment & Literacy services to our community every day throughout the pandemic. Although we were required to modify how we delivered service to meet provincial safety guidelines, we continued to deliver the programs and were NOT closed to clients even for one day.

Please see stats below.

5.) Please describe how successful you were in reaching your target audience (provide details if possible, i.e. number of participants).

Last fiscal year, we supported 176 Employment Services clients, 9 Adult Literacy clients and 40 Home Support clients from Elgin County. Throughout Norfolk, Oxford and Elgin Counties combined, MSC supported:

HOME SUPPORT SERVICES - 15,283 Meals on Wheels Meals Delivered to 170 Clients
2,954 Transportation Drives for 195 Clients
24,369 Assisted Living Hours to 61 Clients
1,003 Homemaking Hours for 84 Clients
1,754 Footcare Sessions for 470 Clients

EMPLOYMENT SERVICES - 14 Employers updated the skills of 51 employees through the Canada-Ontario Job Grant
78% of our Employment Services clients completed service with successful outcomes
81% successful outcomes for participants of Youth Job Connection & YJC Summer programs
66 Youth have attended 4 Get Connected Youth Network Events (funded by RBC)
55 Employers have received Training Incentives for Job placements

LITERACY SERVICES - 84 Students accumulating 2,255 hours of contact
30 Volunteers totaling 511 hours
100% + customer satisfaction
63% successful learner progress (Target = 60%)

6.) Please tell us whether your program/service/festival/event was successful targeting areas of the County facing greatest need or greatest inequities.

The Literacy Basic Skills program ended the fiscal year on a high note – meeting all performance targets as set by the funder, the Ministry of Labour, Training and Skills Development (MLTSD). This past year, the program received 100% customer satisfaction. Home Support services exceeded targets and maintain a busy program schedule of transportation, meals on wheels, grocery buddy program, and the personal shopper program all supported by our generous volunteers. Employment services continued to support clients throughout the challenges presented by the pandemic.

7.) Please describe how impactful your program/service/festival/event was (i.e. number of participants, user impact statements, etc.)

Last fiscal year, we supported 176 Employment Services clients, 9 Adult Literacy clients and 40 Home Support clients from Elgin County.

"You all helped me so much through a very difficult time. And you really took the time to listen to me." - Employment Services Client

"They were able to help me find employment not once, but twice, showing just how dedicated the folks at the Youth Job Connection (YJC) are to their mission statement. I can't recommend the program enough." - Joseph K, Youth Job Connection Client

"The YJC program helped me realize my passion and the skills necessary to pursue it successfully. Without participating in YJC, I can truly say I would not have found the clarification and reassurance that I have purpose, nor would I have become the person I am today!" - Lynn M, Youth Job Connection Workshop Participant

"I want to thank each and every one of my PSW's who take care of me in my home. They do not realize what they mean to me, they are all doing a fine job. . . " - Home Support Client

"With my new skills, I was able to create and read a speech for both of my sons' weddings." - Ben, Literacy Client

8.) Did your program/service/festival/event increase participation and engage persons with disabilities?

- Yes. Please tell us how in the comments section.
- No. Please tell us why you weren't able to accomplish this in the comments section.
- Not sure. Please explain in the comments section.

Comments:

The Multi-Service Centre supports a wide variety of individuals from our community: youth, adult and seniors. Many of our clients are facing physical disabilities, especially in our home support program. Others may be experiencing learning disabilities or addiction. When clients are onboarded, a personalized plan is developed to support them in achieving their goals.

- 9.) Please tell us whether your program/service/festival/event followed the schedule and key dates that you identified in your application. Please provide additional information/explanation if you made changes to the schedule and key dates.

The Multi-Service Centre has continued to deliver Home Support, Employment & Literacy services to our community every day throughout the pandemic. Although we were required to modify how we delivered service to meet provincial safety guidelines, we continued to deliver the programs and were not closed to clients even for one day.

- 10.) Please let us know how the CGP supported the following:

- Continued capacity of your organization;
- Contribution to the sector; and
- Your organization's ability to achieve funding priorities and outcomes.

Comments:

Last fiscal year, we supported 176 Employment Services clients, 9 Adult Literacy clients and 40 Home Support clients from Elgin County. Through these services, clients were able to achieve meaningful employment, upgrade literacy skills and maintain their independence as seniors while aging in place.

- 11.) Please **attach** a financial statement with actual program/service/festival/event costs.

- 12.) Please **attach** or detail all available metrics or statistics that you used to measure the success of your program.

- 13.) **CULTIVATE ONLY:** How successful were the changes you made to your program/service/festival/event?

Although we were required to modify how we delivered service to meet provincial safety guidelines, we continued to deliver the programs and were not closed to clients even for one day.

There were times during the pandemic where we closed to in-person adult literacy services in support of the provincial effort to limit the spread of COVID-19. However, we continued to meet with clients virtually so they could make progress on their learning goals. This included via telephone, text, email and virtual meeting platforms. If a learner required an electronic device we were able to loan them one out of the device loaning program we started. Similar to literacy services, employment services performed the same way.

We also modified how we delivered meals to seniors in order to limit the physical contact between the volunteers delivering the food and the seniors in an effort to keep all parties safe. Many seniors received foot care services at a clinic location. We offered those seniors the option to receive foot care in their home instead of at the clinic if the client felt that was a safer option for them.

14.) How likely is your organization to apply for CGP funding in 2021?

- Very likely
- Unlikely
- Not sure
- Other: _____

15.) Optional – Please attach any supplemental information (e.g. organizational year end reports) to this application.

Declaration:

I confirm that the information provided in this report is true, complete, and accurate. I understand that all materials submitted as part of this final report will be shared publicly to ensure accountability and transparency.

Authorized Signature(s) (two (2) needed if not incorporated):

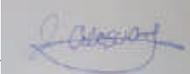
Name: Kathryn Leatherland

Position: Executive Director

Signature: 

Name: Jen Olcsvary

Position: Fundraising & Community Engagement Coordinator

Signature: 



GOOD REDDEN KLOSLER

Supporting Growth. Providing Direction.

Chartered Professional Accountants

INDEPENDENT AUDITORS' REPORT

To the Members of the Board of:
TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

Qualified Opinion

We have audited the accompanying financial statements of Tillsonburg & District Multi-Service Centre which comprise the statement of financial position as at March 31, 2021, statement of change in net assets, statement of operations and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements present fairly, in all material respects, the financial position as at March 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-For-Profit Organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, Tillsonburg & District Multi-Service Centre derives revenue in cash from donations and fundraising, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of this revenue was limited to the amounts recorded in the records of Tillsonburg & District Multi-Service Centre. Therefore, we were not able to determine whether any adjustments might be necessary to revenue and net assets.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of Tillsonburg & District Multi-Service Centre in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian Accounting Standards for Not-for-Profit Organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate or cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Good Redden Klosler LLP

CHARTERED PROFESSIONAL ACCOUNTANTS
Licensed Public Accountants

Tillsonburg, Ontario
May 31, 2021



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

STATEMENT OF FINANCIAL POSITION

As at March 31, 2021

(With comparative figures as at March 31, 2020)

	Operating Fund	Capital Fund	Reserve Fund	Total 2021	Total 2020
	\$	\$	\$	\$	\$
ASSETS					
Cash	937,931	50,000	715,289	1,703,220	1,389,347
Accounts receivable	95,866	33	-	95,899	72,868
Prepaid expenses and deposits	2,062	-	-	2,062	-
Total current assets	1,035,859	50,033	715,289	1,801,181	1,462,215
Long-term investments and receivables (note 3)	93,915	311,000	721,939	1,126,854	1,118,700
Equipment (note 5)	-	2,001	-	2,001	3,393
Total Assets	1,129,774	363,034	1,437,228	2,930,036	2,584,308
LIABILITIES AND FUND BALANCES					
Accounts payable and accrued liabilities (note 4)	795,972	-	-	795,972	570,121
Deferred revenue (note 8)	154,329	-	-	154,329	142,920
Total current liabilities	950,301	-	-	950,301	713,041
Fund Balances					
Invested in property and equipment	-	2,001	-	2,001	3,393
Invested in long-term investments	-	311,000	721,939	1,032,939	1,024,784
Internally restricted	-	50,033	715,289	765,322	672,303
Unrestricted	179,473	-	-	179,473	170,787
Total fund balances	179,473	363,034	1,437,228	1,979,735	1,871,267
Total Liabilities and Fund Balances	1,129,774	363,034	1,437,228	2,930,036	2,584,308

Approved by: _____



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES

For the year ended March 31, 2021

(With comparative figures for the year ended March 31, 2020)

	Operating Fund \$	Capital Fund \$	Reserve Fund \$	Mar. 31 2021 \$	Mar. 31 2020 \$
REVENUE					
Provincial funding	3,714,670	-	-	3,714,670	3,910,262
Local government and other grants	198,290	-	-	198,290	68,281
Donations and fundraising	21,437	-	-	21,437	16,883
Client fees	102,048	-	-	102,048	190,694
Program income	60,499	-	-	60,499	52,176
Allocated administration	669,171	34,872	-	704,043	674,856
Interest and miscellaneous income	42,733	444	11,006	54,183	61,041
Total revenue	4,808,848	35,316	11,006	4,855,170	4,974,193



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES

For the year ended March 31, 2021

(With comparative figures for the year ended March 31, 2020)

	Operating Fund \$	Capital Fund \$	Reserve Fund \$	Mar. 31 2021 \$	Mar. 31 2020 \$
EXPENDITURES					
Wages and benefits	2,706,616	-	-	2,706,616	2,752,529
Travel	51,549	-	-	51,549	85,278
Program expenses	750,428	-	-	750,428	955,971
Office and administration	532,654	21	-	532,675	397,680
Allocated administration	704,043	-	-	704,043	674,856
Amortization of property and equipment	-	1,391	-	1,391	2,085
Total expenditures	4,745,290	1,412	-	4,746,702	4,868,399
Excess (Deficiency) of Revenue Over Expenditures for the Year	63,558	33,904	11,006	108,468	105,794
Interfund Transfers, Net	(54,871)	(35,262)	90,133	-	-
Change in Fund Balances for the Year	8,687	(1,358)	101,139	108,468	105,794
Fund Balance, Beginning of Year	170,786	364,392	1,336,089	1,871,267	1,765,473
Fund Balance, End of Year	179,473	363,034	1,437,228	1,979,735	1,871,267



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

STATEMENT OF OPERATIONS - OPERATING FUND

For the year ended March 31, 2021

(With comparative figures for the year ended March 31, 2020)

	Schedule 1	Schedule 2	Schedule 3	Mar. 31 2021	Mar. 31 2020
	\$	\$	\$	\$	\$
REVENUE					
Provincial funding	2,182,432	1,532,238	-	3,714,670	3,910,262
Local government and other grants	121,938	50,000	26,352	198,290	68,281
Donations and fundraising	19,220	2,217	-	21,437	16,883
Client fees	102,048	-	-	102,048	190,694
Program income	21,777	-	38,722	60,499	52,176
Allocated administration	-	-	669,171	669,171	639,984
Interest and miscellaneous income	-	-	42,733	42,733	42,882
Total revenue	2,447,415	1,584,455	776,978	4,808,848	4,921,162
EXPENDITURES					
Wages and benefits	1,475,656	737,150	493,810	2,706,616	2,752,529
Travel	50,996	543	10	51,549	85,278
Program expenses	235,174	325,983	189,271	750,428	955,971
Office and administration	314,513	188,916	29,225	532,654	397,657
Allocated administration	371,076	331,863	1,104	704,043	674,856
Total expenditures	2,447,415	1,584,455	713,420	4,745,290	4,866,291
Excess (Deficiency) of Revenue Over Expenditures for the Year	-	-	63,558	63,558	54,871



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE
SCHEDULE 1

STATEMENT OF OPERATIONS - COMMUNITY SUPPORT SERVICES

For the year ended March 31, 2021

(With comparative figures for the year ended March 31, 2020)

	South West LHIN \$	Exercise Program \$	Mar. 31 2021 \$	Mar. 31 2020 \$
REVENUE				
Provincial funding	2,110,948	71,484	2,182,432	2,161,449
Local government and other grants	121,938	-	121,938	-
Donations and fundraising	838	18,382	19,220	16,299
Client fees	102,048	-	102,048	190,694
Program income	11,777	10,000	21,777	10,215
Total revenue	2,347,549	99,866	2,447,415	2,378,657
EXPENDITURES				
Wages and benefits	1,375,790	99,866	1,475,656	1,437,725
Travel	50,996	-	50,996	82,126
Program expenses	235,174	-	235,174	281,553
Office and administration	314,513	-	314,513	232,157
Allocated administration	371,076	-	371,076	345,096
Total expenditures	2,347,549	99,866	2,447,415	2,378,657
Excess (Deficiency) of Revenue Over Expenditures for the Year	-	-	-	-



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

SCHEDULE 2

STATEMENT OF OPERATIONS - MLTSD FUNDED PROGRAMS

For the year ended March 31, 2021

(With comparative figures for the year ended March 31, 2020)

	Literacy Basic Skills \$	Employment Services \$	YIC/ YJCS \$	CAN/ON Job Grant \$	Mar. 31 2021 \$	Mar. 31 2020 \$
REVENUE						
Provincial funding	187,746	895,633	354,685	94,174	1,532,238	1,748,813
Local government and other grants	-	50,000	-	-	50,000	40,996
Donations and fundraising	-	2,217	-	-	2,217	-
Program income	-	-	-	-	-	15
Total revenue	187,746	947,850	354,685	94,174	1,584,455	1,789,824
EXPENDITURES						
Wages and benefits	136,580	430,262	154,271	16,037	737,150	812,402
Travel	26	517	-	-	543	2,626
Program expenses	2,934	110,550	137,254	75,245	325,983	513,105
Office and administration	17,522	163,422	7,972	-	188,916	131,931
Allocated administration	30,684	243,099	55,188	2,892	331,863	329,760
Total expenditures	187,746	947,850	354,685	94,174	1,584,455	1,789,824
Excess (Deficiency) of Revenue Over Expenditures for the Year	-	-	-	-	-	-



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE
SCHEDULE 3
STATEMENT OF OPERATIONS - ADMINISTRATION & OTHER PROGRAMS
For the year ended March 31, 2021
(With comparative figures for the year ended March 31, 2020)

	Admin	VIP Program	Mar. 31 2021	Mar. 31 2020
	\$	\$	\$	\$
REVENUE				
Provincial funding	-	-	-	-
Local government and other grants	19,061	7,291	26,352	27,285
Donations and fundraising	-	-	-	584
Program income	38,722	-	38,722	41,946
Allocated administration	669,171	-	669,171	639,984
Interest and miscellaneous income	42,733	-	42,733	42,882
Total revenue	769,687	7,291	776,978	752,681
EXPENDITURES				
Wages and benefits	489,240	4,570	493,810	502,402
Travel	10	-	10	526
Program expenses	189,271	-	189,271	161,313
Office and administration	27,608	1,617	29,225	33,569
Allocated administration	-	1,104	1,104	-
Total expenditures	706,129	7,291	713,420	697,810
Excess (Deficiency) of Revenue Over Expenditures for the Year	63,558	-	63,558	54,871



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

STATEMENT OF CASH FLOWS

For the year ended March 31, 2021

(With comparative figures for the year ended March 31, 2020)

	2021	2020
	\$	\$
Cash Flows from Operating Activities		
Excess of revenue over expenditures for the year	108,464	105,794
Amortization	1,391	2,085
	109,855	107,879
Changes in non-cash working capital accounts		
Decrease (increase) in accounts receivable	(23,026)	35,924
Decrease (increase) in prepaid expenses and deposits	(2,062)	-
Increase (decrease) in accounts payable and accruals	225,852	52,916
Increase (decrease) in deferred revenue	11,408	54,842
Cash flows from (applied to) operating activities	322,027	251,561
Cash Flows from Investing Activities		
Decrease (increase) in long-term investments and receivables	(8,154)	(7,842)
Increase in Cash During the Year	313,873	243,719
Cash at Beginning of Year	1,389,347	1,145,628
Cash at End of Year	1,703,220	1,389,347



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

1. NATURE OF OPERATIONS

The Tillsonburg & District Multi-Service Centre (the "Centre") was incorporated without share capital in 1977 under the Income Tax Act of Canada as a registered charity. The Centre is exempt from tax under section 149 of the Income Tax Act.

The purpose of the Centre is:

- (i) To provide and render employment, home support and adult basic literacy services to a primarily adult resident population;
- (ii) To establish and operate a centre for the organization and dissemination of social services throughout the Town of Tillsonburg and its surrounding district;
- (iii) To co-operate and co-ordinate with all other social service agencies; and
- (iv) To receive, acquire and hold gifts, donations, legacies and devises.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The Centre follows Canadian Accounting Standards for Not-for-Profit Organizations; significant aspects of the accounting policies adopted are as follows:

(a) Fund Accounting

In order to ensure observance of limitations and restrictions placed on the use of the resources available to the Tillsonburg & District Multi-Service Centre ("Centre"), the accounts are maintained in accordance with the principles of "fund accounting". Under these principles, resources for various purposes are classified for accounting and reporting purposes into funds that are in accordance with activities or objectives specified. Separate accounts are maintained for each fund.

(i) Operating Fund

The Operating Fund of the Centre records amounts used for the day to day operations of the Centre and also records the assets, liabilities and net surplus carried forward relating to ongoing operations.

(ii) Capital Fund

The Capital Fund reports assets, liabilities, revenue and expenditures related to the Centre's property and equipment.

(iii) Reserve Fund

Money in the reserve funds have been set aside for future expenditures for building maintenance, other capital additions and contingencies and is to be used as authorized by the Board. Interest generated by the reserve fund is maintained in the account.



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(b) Revenue Recognition

The Centre follows the restricted fund method of accounting for contributions.

Restricted contributions are recognized as revenue of the fund to which they relate in the year in which they are received. Restricted contributions for which there is no corresponding restricted fund, are recognized in the Operating Fund using the deferral method, whereby the contributions are deferred and brought into income when the applicable expenses are incurred.

Unrestricted contributions are recognized as revenue of the Operating Fund in the year in which they are received or become receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Investment income earned on resources of the Capital Fund and Reserve Fund is recognized as revenue of those funds. Unrestricted investment income is recognized as revenue of the Operating Fund.

Program income and client fees are recognized as revenue in the Operating Fund when the service is performed and the legal obligation to pay is created.

(c) Contributed Services

Volunteers contribute time each year to assist the Centre in carrying out its service delivery activities. Because of the difficulty in determining the fair value contributed services are not recognized in the financial statements.

(d) Government Assistance

Government grants and funding is recorded when there is reasonable assurance that the Centre has complied with and will continue to comply with all necessary conditions to obtain the grants and funding. Funding related to current expenditures is recognized in the current period determination of net income. Funding related to expenses of future periods is deferred and amortized into income as related expenses are incurred, or in accordance with the restricted fund method where a corresponding restricted fund is presented.

(e) Income Taxes

As a registered charity, the Centre is exempt from Part I tax under paragraph 149(1)(f) of the Income Tax Act (Canada).

(f) Allocated Administration

The Centre incurs administration costs that relate to the whole organization. These costs include human resource costs for the executive director, business manager, accounting clerks, receptionists, as well as costs for office supplies, equipment rental and staff development. These costs are allocated to the various programs and departments using Ministry funding levels as an indicator of program activity, or when identifiable, specific activities and resource consumption of the individual programs.



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

(g) Equipment

Equipment is recorded at cost and contributed capital assets are recorded at their fair market value at the date of contribution. Capital assets funded through government programs or agencies are recorded at cost and the corresponding revenue is deferred and amortized on the same basis as the asset. Ministry funding received as outlined in lending agreements, is brought into income in the year received with the offsetting capital purchase recorded as program expense. Ministry funded capital expenditures included in program expense and Ministry funding was \$nil in 2021 (2020 - \$113,391).

The equipment is amortized straight-line using the following rates:

Furniture	20 years
-----------	----------

The Centre regularly reviews capital assets to eliminate obsolete items. Amortization is calculated at half the normal annual rate in the year of acquisition; no amortization is recorded in the year of disposal.

(h) Financial Instruments

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale or issue of financial instruments are expensed when incurred.

Financial instruments are comprised of accounts receivable, short and long-term investments and receivables, accounts payable and accrued liabilities. All financial instruments in these financial statements are subsequently carried at amortized cost.

(i) Jointly Controlled Enterprises

The Centre has elected to account for all such interests using the cost method. This applies to the partnership interest in Tillsonburg Community Services Initiatives (TCSI).

(j) Measurement Uncertainty

The preparation of financial statements in conformity with Canadian Accounting Standards for Not-for-Profit Organizations requires management to make estimates and assumption that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates. The primary estimates made by management in these financial statements relate to the useful lives of capital assets and accrued liabilities.



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

3. LONG-TERM INVESTMENTS AND RECEIVABLES

	2021 \$	2020 \$
Partnership Interest - related party		
The Board approved an initial investment in Tillsonburg Community Services Initiatives in partnership with Community Living Tillsonburg. The investment is recorded at its original cost in accordance with the cost method for jointly controlled enterprises.	311,000	311,000
Loan Receivable - related party		
The Board approved long-term financing to a related company, Stonebridge Community Services (SCS). The loan was advanced to fund start up costs. The loan bears cumulative interest at 1% payable annually in December. There are no set terms of repayment and no payments have been received in the last twelve month operating period.	655,000	655,000
Advance Receivable - related party		
The Board approved a short-term advance to a related company, Stonebridge Community Services (SCS). The amounts have been advanced to fund operating needs and working capital requirements. The loan bears cumulative interest at 1% payable annually in December. There are no set terms of repayment and no payments have been received in the last twelve month operating period.	93,915	93,915
Interest Receivable on SCS outstanding balances.	66,939	58,785
	1,126,854	1,118,700

4. GOVERNMENT REMITTANCES

Included in accounts payable and accrued liabilities are amounts for government remittances payable totaling \$25,040 (2020 - 34,209).

5. EQUIPMENT

	Cost \$	Accumulated Amortization \$	2021 \$	2020 \$
Furniture	48,177	46,176	2,001	3,393



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

6. LEASE COMMITMENT

The Centre leases its premises located at 96 Tillson Avenue from Tillsonburg Community Services Initiatives. The initial lease period ran for 15 years and expired July 31, 2013. The Centre exercised its option to extend the lease five years, ending July 31, 2018. The organization has entered into a verbal agreement to extend the lease for another 5 years. See note 7 - Related Party Transactions.

7. RELATED PARTY TRANSACTIONS

During the year the Centre paid rent for office space and storage of \$61,902 (2020 - \$61,902) to and received administration fees of \$12,000 (2020 - \$12,000) from an organization in which they have a partnership interest, Tillsonburg Community Services Initiatives (TCSI). The Centre, together with Community Living Tillsonburg formed a partnership known as Tillsonburg Community Services Initiatives. This partnership is a non-profit corporation established for the purpose of contracting, owning, operating, leasing and managing a building to support community agencies. The initiative represents a jointly controlled enterprise for the Centre. These transactions are in the normal course of operations and were measured at the exchange amount, being the amount of consideration established and agreed to by the related parties.

During the year, the Centre made payments to Stonebridge Community Services (SCS) of \$91,201 (2020 - \$91,201) for rent and \$101,745 (2020 - \$96,269) for exercise and falls prevention classes. The Centre charged SCS revenue of \$12,000 in administration fees (2020 - \$12,000). SCS is a non-profit corporation related by common board control. The purpose of SCS is to assist aged, ill or disabled persons by providing such services as housekeeping, meal preparation, nursing and shopping assistance. The organization also assists needy persons who are unemployed and low skilled by providing an employment training centre, counselling and education programs. These transactions were in the normal course of operations and were measured at the exchange amount, being the amount of consideration established and agreed to by the related parties.

The Centre periodically lends funds to SCS which are considered to be long term in nature with no set repayment terms. The year end loan balance to SCS was \$748,915 (2020 - \$748,915), of which \$93,915 has been classified as an operating advance with the remaining portion considered a long-term loan financing. All amounts are classified as long-term on these financial statements as there is no expectation of repayment within the next operating period.

Interest accrues on these amounts annually at a rate of 1% per annum and is cumulative. Interest accrued and receivable from SCS at year end is \$66,939 (2020 - \$58,784) and is included in long-term investments and receivables; the amount is not expected to be collected within the next operating period.

Other related parties include management and governance for the Centre as they have the authority and responsibility for planning, directing and controlling the activities. All transactions with management are in the normal course of operations and are limited to salary and wages. There have been no transactions with directors and officers during the period. No other amounts are outstanding from or due to related parties.



TILLSONBURG & DISTRICT MULTI-SERVICE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

For the year ended March 31, 2021

8. DEFERRED REVENUE AND SURPLUS FUNDS

Some of the programs which are offered by the Centre are funded on a different year end reporting basis than the Centre. The deferred revenue represents the funds which have been received by the Centre, and which relate to expenditures to be incurred subsequent to March 31, but for which no specific restricted fund has been established. These funds will be matched against expenditures during a subsequent period. Any remaining surplus in the government funded programs has been included in accounts payable and will either be returned to the funding agency in the subsequent year, or used in a manner as prescribed by the funding agency and amortized into income on that basis.

9. FINANCIAL INSTRUMENTS

The Centre is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the Centre's risk exposure and concentration as of March 31, 2021:

(a) Credit Risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The Centre extends credit to its clients in the normal course of its operations. It carries out, on a continuing basis, credit checks on its clients and maintains provisions for bad debts. The Centre has a significant number of clients which minimizes the concentration of credit risk, and the most significant receivables are from the government.

(b) Interest Rate Risk

Interest rate risk reflects the sensitivity of the Centre's financial condition to movements in interest rates. The company receives interest on its investments based on the bank prime rate. These interest rates are representative of current market rates for investments with similar terms, conditions and maturities. The Centre does not carry any interest bearing debt.

10. ECONOMIC DEPENDENCE

The organization receives the majority of its revenue through various government ministries and its ability to continue viable operations is dependent upon continued funding from the governments. The funding is based on approved expenditure levels for each program as set out by agreements between the Ministry and the organization. Any excess of revenue over expenditures subsidized by the Ministry can either be requested by the Ministry to be returned or offset against future years' funding.

11. COMPARATIVE FIGURES

Certain of the prior year's balances have been reclassified to conform with the current year's presentation.

12. EXTRAORDINARY EVENT

The global COVID-19 pandemic continues to impact the Centres daily operations. The full extent of the prolonged pandemic at this time remains uncertain and cannot be predicted however it could materially affect the daily operations of the Centre and the ability to secure funding.





MSC
MULTI-SERVICE CENTRE

ANNUAL REPORT

2020/2021

Building a community of inclusiveness, innovation and independence together

WWW.MULTISERVICECENTRE.COM



CONTENTS

PAGE

Message from Board Chair	3
Message from ED	4
About the MSC	5
Program Updates	6
Financials	10
Our Team	11
Volunteers	12
Donors	13
Contact Information	15

BOARD UPDATE

Fran Bell - Board Chair

Last year, as I prepared the message for the Annual Report, I remarked that we were in the middle of a pandemic. Little did I know or think that we would still be in that same pandemic a year later! We have learned a lot in the past year, and been able to find new and creative ways of delivering our core services in a safe and sustainable way. I am so very proud of our staff and volunteers who have continued throughout this past year to deliver services to our clients under very difficult circumstances. Thank you so much for your dedication and commitment to those we serve.

In order to ensure that our services were delivered in a safe environment for our staff, volunteers and clients, the MSC Covid Safety Plan was developed. It is focused on safety and the redesign of programs to better meet the needs of our clients in this rapidly changing world. For

instance, staff were able to find new ways to deliver a number of programs, including online exercise programs that gained attention throughout Southwestern Ontario. Congratulations!

Throughout this pandemic staff have strived to continue to provide the services and level of care our clients expect. Unfortunately, some services have had to be postponed at times such as foot care clinics. However, essential services such as Meals on Wheels, housekeeping, in-home footcare and home visits for clients in the Assisted Living program have continued with the necessary safety protocols in place.

Employment and literacy services were being provided virtually all year and in-person when provincial requirements allowed.

Client satisfaction is a top priority for the MSC. I am pleased that overall satisfaction with our programs – particularly Foot Care and Transportation have met or exceeded the 95% target, even

during the pandemic!

This has been an unprecedented year as staff, the Leadership Team and volunteers have had to learn new ways of doing things, often on very short notice. As we move into post-pandemic days, I am confident that the lessons learned this past year of resilience and flexibility will stand the MSC in good stead moving forward.

On behalf of the Board, thank you to all of the staff and Leadership Team for their tireless commitment to the community and our clients. Thank you to each and every volunteer who gave of their time and expertise to assist our clients. You are the backbone of our organization! And finally, thank you to the Board of Directors who use their skills, knowledge and expertise to continue moving the organization forward.

BOARD OF DIRECTORS

Board Chair

Fran Bell

Vice Chair & Fundraising Chair

Val Foerster

Treasurer

Marian Muth

Director

David Morris

Director

Helen Lamos-Parker

Director

Lynda Van De Maele



ED UPDATE

Kathryn Leatherland - MSC Executive Director

As we look back on the past year, I am inspired by all the MSC's accomplishments. The MSC started out the year with a refreshed Mission and Vision statement and a renewed Strategic Plan. We have focused on strengthening our organizational capacity by building stronger connections with our clients, partners, and the community as a whole. We have concentrated on fostering the exceptional talent of our staff and volunteers to offer high quality programs that are reflective of the needs of our community. This focus has



resulted in incredible success in our programs, even as we repeatedly changed how we operate in response to the evolving pandemic. Out of this varying environment, the MSC responded to emerging needs in our community with new programs so that all people in our society had the opportunity to be safe and realize their full potential.

None of this would have been possible without our inspiring staff, volunteers, and community supporters. I am fortunate to work alongside a team of uplifting individuals who have so much caring and respect for our clients. The pandemic caused people to be concerned for their own safety and these individuals responded by learning how to keep themselves safe then

continuing to step forward, day after day, to support the clients relying on the MSC. A special thanks to our volunteer Board of Directors who provided insightful governance through this extraordinary time as well as to our funders (Ontario Ministry of Health and Ministry of Labour, Training, and Skills Development) and donors who showed their confidence in the work we do by providing much needed resources.

I begin the 2021-22 year with hope and optimism as the MSC continues to pursue its vision of "Building a community of inclusiveness, innovation and independence together."



"If opportunity doesn't knock, build a door."

- Milton Berle

ABOUT THE MSC

Since 1978, the MSC has been providing high quality employment, literacy and home support services to those in need.

We are an accredited, non-profit, charitable organization dedicated to promoting high quality accessible community services in Oxford, Elgin and Norfolk Counties.

Mission

The Multi-Service Centre is a charitable organization providing excellence in employment, literacy and home support services to Oxford, Norfolk and Elgin communities through partnerships and innovation that allow others to embrace their personal independence.

Vision

Building a Community of inclusiveness, innovation and independence together.



Values

Collaboration
Diversity
Integrity
Respect
Quality

Governance

MSC is governed by community minded people who are committed to enhancing the accessibility and availability of our services. The Board ensures the organization maintains high standards of accountability.

HOME SUPPORT

Diana Handsaeme - Director of Home Support Services

Evolving to meet the needs of our clients and community is our daily mantra as we provide services to our seniors and adults with disabilities through this current pandemic. We hold steadfast in our commitment in providing community support services that assist in maintaining our clients' independence and connectedness to our community. This has been a challenging year with the Provincial Governments many directives and orders to keep our community safe during COVID-19.

Our Assisted Living in the Community (ALCom) program supports 50 high risk frail seniors and adults with disabilities to live independently in our communities. The importance of daily contact especially during this pandemic, permitted our frontline

staff and volunteers to support the physical and emotional wellbeing of clients during this time when family could not be near through socialization and in-home exercise visits.

A Telephone Reassurance Program was created for clients preferring phone calls. A Volunteer would call and speak with them at an agreed upon day and time. The consensus is unanimous that both benefit from this interaction.

Our Meals on Wheels program has grown exponentially during this time-period. Nutritional wellbeing has been a concern during this pandemic for clients who may not feel comfortable going out to buy groceries. We received various grants enabling us to provide subsidies to lower our meal prices.

We established partnerships with other community leaders for distribution of grocery gift cards to low-income seniors and adults with disabilities in our community. The high demand for frozen meals provided the opportunity to work with three new local food providers. Client satisfaction is high in variety and taste of our meals and the friendly volunteers who deliver them. The Grocery Buddy Program provides the opportunity to work with a local grocer for ordering and our volunteers delivering groceries to clients in our community.

The transportation program received a second wheelchair van from our funder. This supports the increased demand for wheelchair transportation. We never stopped providing essential medical drives for our clients.



HOME SUPPORT

Diana Handsaeme - Director of Home Support Services

We participated in pilot projects for transportation and transition from hospital to home in partnership with our funders and other health care providers. The opportunity for collaboration and partnership with other Community Support Services organizations has been a positive experience in operationalizing these projects.

Southwestern Public Health assists us in ensuring our infection control practices support our delivery of services in keeping staff and clients safe. Foot Care and housekeeping services are examples of this. Our clients value the assistance in maintaining their homes, as well as enjoying good foot health in the home and clinic setting.

I admire the resilience, commitment and support of our Community Workers and volunteers in ensuring our services continue to our most vulnerable populations during COVID-19. They're our unsung heroes who quietly go about their business and are pillars in our communities. It is a privilege and honor to support and serve the

needs of our community. Our MSC vision of building a Community of inclusiveness, innovation and independence together has been demonstrated daily over the past year, as we continue to look optimistically to the future.



HOME SUPPORT FACTS

- 15,283 Meals on Wheels Meals Delivered to 170 Clients**
- 2954 Transportation Drives for 195 Clients**
- 24,369 Assisted Living Hours to 61 Clients**
- 1003 Homemaking Hours for 84 Clients**
- 1754 Footcare Sessions for 470 Clients**

VOLUNTEER NUMBERS

- HOT Meals On Wheels volunteers gifted us approximately 1560 hrs for Tillsonburg, 1040 hrs for Norwich and 416 hrs for Straffordville of their time per month.**
- Our Frozen Meal Program volunteers have gifted us 1040 hrs in the past year for delivery of frozen meals and 832 hours for picking up meals.**
- Since the Personal Shopper program began 6 months ago, our volunteers have gifted us 70 hours of their time.**
- Grocery Buddy volunteers gifted us approximately 6 hrs per week for transportation of goods.**



EMPLOYMENT

Jennifer Siple - Director of Employment Services (Acting)

The past year was one of many 'firsts' for the MSC's Employment Services Team! As in communities across the country, we have struggled with COVID-19. Nonetheless, we responded quickly, finding new ways to provide support when it was needed the most. Technology and the adaptability of our team have played the starring roles in the transformation of service provision that we've made. If there has been a silver lining to COVID, it would be the proficiency our staff have developed in providing remote and virtual service. This has been a positive outcome for the rural population in our service area, and those experiencing transportation challenges.

In partnership with CES Oxford and County Economic Development offices, the MSC



hosted the inaugural Oxford County Virtual Job Fair with great success! Together with area employers, we also hosted virtual job information sessions in order to reach area job seekers. With the spotlight on virtual experiences, the MSC has responded to the needs of our clients by offering a technology loan program in order to ensure that everyone has the opportunity to participate in the job market.

The dedication and passion of the Employment Services team has been more evident than ever before over the past year. We've gone the extra mile to be available and responsive, even when walk in

service was not an option. Our strong connections with community resources have ensured that staff have been able to support the needs of those who come to us, and together we meet clients where they are. The MSC

believes in walking beside our clients.

Finally, our RBC Youth VIP program has continued throughout the pandemic, with enthusiastic participation coming from virtual locations across our service area. Staff creatively coordinated dinner delivery for attendees and youth have enjoyed a variety of guest presentations and the opportunity to connect with old and new acquaintances. Informative talks, engaging staff and guests have made for a very successful year of networking for area youth. We're here for you!

EMPLOYMENT SERVICES FACTS

- 14 Employers updated the skills of 51 employees through the Canada-Ontario Job Grant
- 78% of our ES Assisted Service clients completed service with successful outcomes
- 81% successful outcomes for participants of Youth Job Connection & YJC Summer programs
- 66 Youth have attended 4 Get Connected Youth Network Events (funded by RBC)
- Of our new ES Assisted Service intakes, 22% were under 30, 38% were 30-44 and 40% were 44 years & up
- 55 Employers have received Training Incentives for ES Job placements
- 63% of the Employers we worked with were those with 11-50 employees

LITERACY

Maureen Vandenberghe - Literacy & Basic Skills Coordinator



MSC's LBS program ended the fiscal year meeting all performance targets except participant numbers. The program continues to measure high levels of Learner Satisfaction and Suitability. A key marker of program success is student goal achievement – with students reaching 63% of Learner Progress markers (60% was the target).

Instructors, volunteers, and students utilized remote and online delivery as much as possible, book-ended by periods of 1-1 delivery with safety protocols in place. The MSC Safety Plan created a framework for program personnel and students over the course of the year with individuals participating in required training and signing Acknowledgement Forms.

Important activities included creating secure electronic files, email lists and accessible resources. Assessment of students and volunteers also adapted to include detailed questions about available devices, reliable internet and/or support at home to use technology. It has been a difficult year for individuals living in remote, rural areas lacking technology, access to internet and at low skill levels.

Program personnel worked on securing a pool of loanable devices, curated a Technology Tool Chart to provide guidance to staff and volunteers on acceptable platforms and resources, and developed an electronic lesson site document. An exciting project for the 2021-22 fiscal will be bar-coding the materials in the Literacy Library.

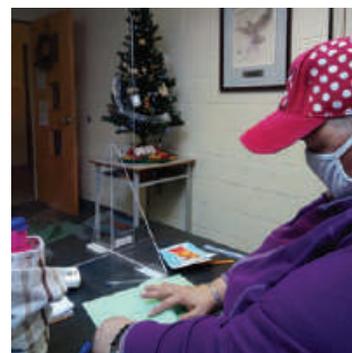
Improving technology skills and capacity remains an important component of both service delivery and skills training. Support organizations such as Literacy Link South Central, AlphaPlus, ABC Life Canada and Community Literacy Ontario assisted sites with timely information on resources and training.

In a year marked by the concept of 'distancing,' some types of contact were increased. Weekly online meetings between staff members assisted transition efforts. Volunteer tutors meet online monthly and receive an e-letter containing resources and updated electronic lesson materials.

Thank you to MSC Employment Services and Fanshawe College for their steady stream of referrals to the program, instructors Sara (Tillsonburg), Jennifer and Peter (Woodstock), and the volunteer tutors, for their dedication to the students in the program.

LITERACY FACTS

- **84 Students accumulating 2,255 hours of contact**
- **30 Volunteers totaling 511 hours**
- **100% + customer satisfaction**
- **50% were referred to other support services**
- **63% successful learner progress (Target = 60%)**



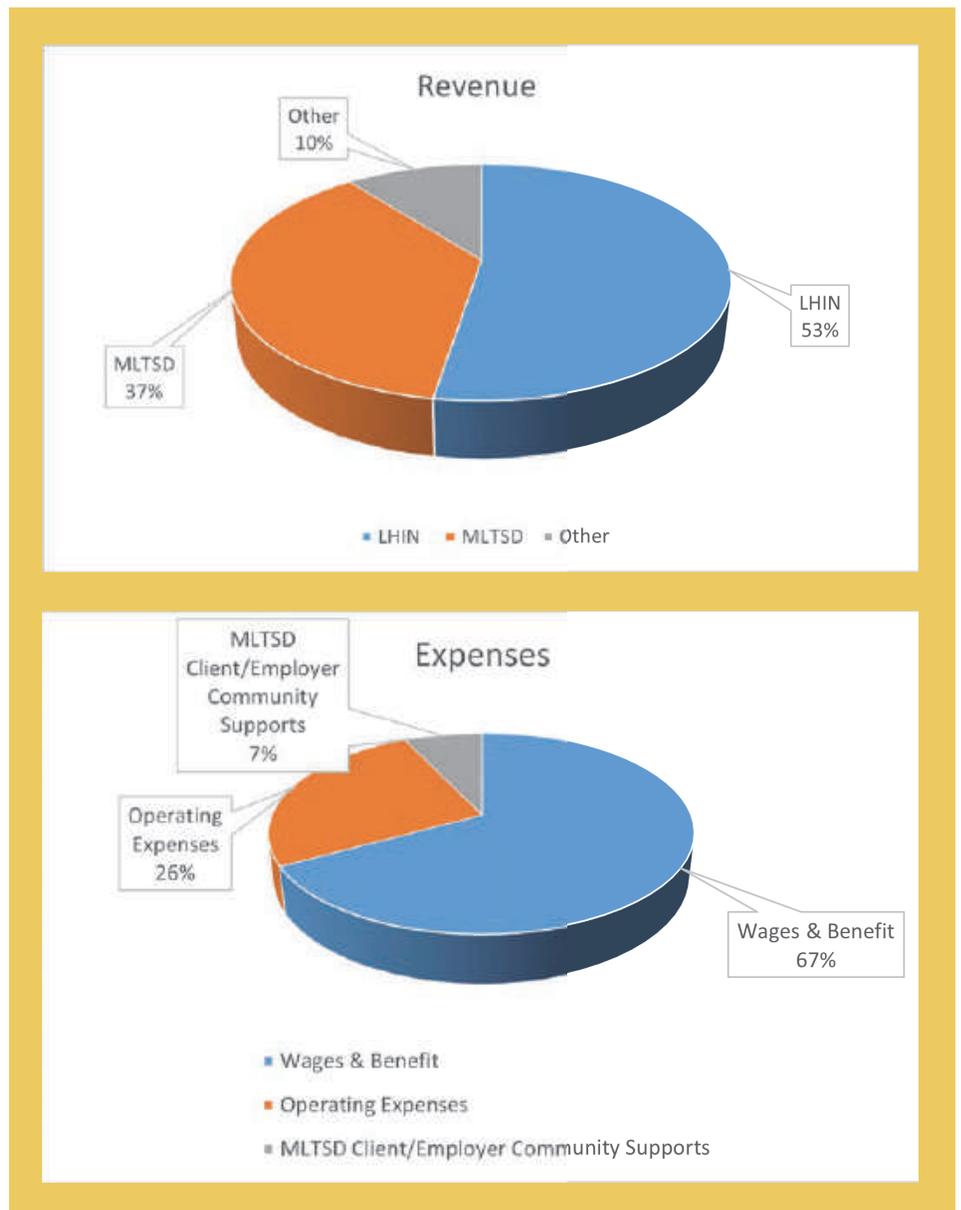
FINANCIALS

Chris Riley - Director of Operations

2020-21 Annual Operating

Budget: \$4,746,702

Multi-Service Centre derives 89% of its funds through provincial funding that includes contracts with the Local Health Integration Network (LHIN) and Ministry of Labour, Training and Skills Development (MLTSD). These contracts include several programs that have very different client eligibility, method of funding, targets and reporting requirements. In addition to these contracts for client services the MSC has revenue from fees associated with programs, grants, one-time projects, municipal support, donations and fundraising.



OUR TEAM

Jennifer Siple - Organizational Development Manager

The MSC is committed to fostering exceptional people and teams. Despite the challenges of remote work, we have maintained a healthy work-life balance and supported team members in a number of innovative and creative ways!

Over the past year, staff had the opportunity to participate in several health & wellness initiatives that helped to improve our connections with one another, while ensuring staff safety. With a comprehensive COVID Safety Plan as our guide, MSC staff found new and successful ways to engage with each other and the community we serve.

As a community healthcare organization, the MSC is fortunate to have had solid infection control

protocols in place prior to COVID that our home support staff were all familiar with. Building upon that, the Organizational Development department created a COVID-19 Safety Plan that has guided operations and detailed our protocols for all staff.

We reacted quickly to the provincial lock down with a Remote Work Procedure enabling staff to work from home safely while maintaining business continuity. We are so proud of the way our staff have all risen to the challenge to ensure that our

community continues to receive the health, employment and literacy services they need!



GO TEAM!

2020/21 STAFF INITIATIVES

- **20-day Wellness Challenge**
- **Course Offering: Managing Mental Health During COVID-19**
- **Regular DIY Challenges**
- **“Quarantine” Cookbook with Staff Recipes**
- **Participaction Big Move**
- **Wellness Care Packages for Community Workers**

VOLUNTEERS

"It's not how much we give, but how much love we put into giving" - Mother Teresa



"Last week one client came out before I got out to get his meal and said thank you for all you do. His attitude of gratitude toward the people who deliver his meals made my day."
- Meals on Wheels Volunteer



"I always look forward to meetings with my tutor. She is always happy and full of energy. I have learned a lot about different words and can read better now. I can also do more with people in my life - like baking - because I can understand the instructions now. Even the grocery store is easier. It has really helped me." - Literacy Client



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We thank you for your generous support and your desire to help us succeed!

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Town of Tillsonburg
 Township of Norwich
 Norfolk County
 Elgin County
 Township of Southwest Oxford
 United Way Grant
 OCSA Grant - Ontario Community
 Support Program Emergency Relief and
 Capacity Enhancement Funding

CONTACT INFO

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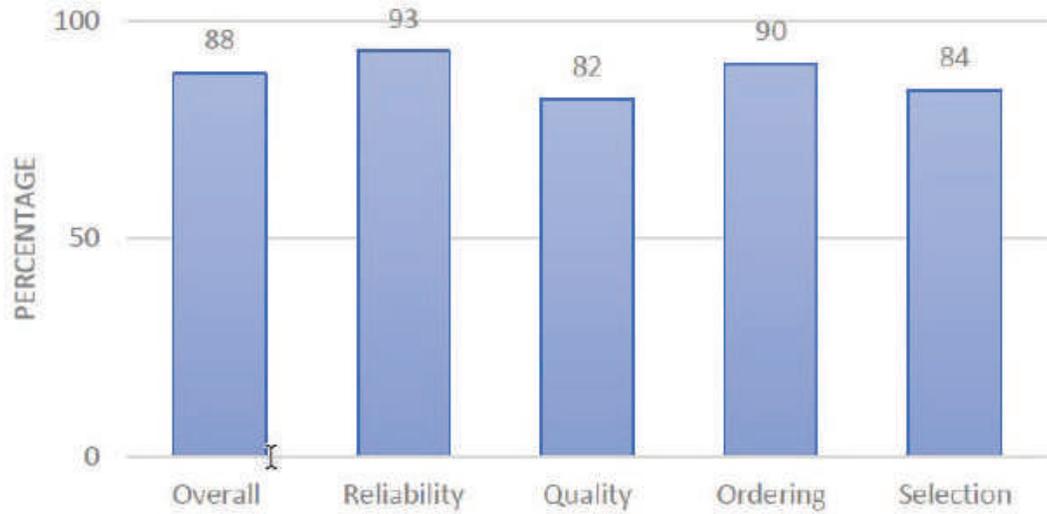
 : 226-721-1114

www.multiservicecentre.com

Other Service Locations Include:

Tillsonburg Town Centre: 200 Broadway, 2nd Floor
Community Employment Services, Woodstock: 40 Metcalf
Norfolk Community Help Centre, Langton: 707 Norfolk Cty. Rd 28

Meals on Wheels



Transportation

