

VON Middlesex-Elgin
Community Corporation

2022-2023
Annual Report

**Together we are
making a difference**

Report from the Chair



Victorian Order of Nurses celebrated its 125th anniversary in 2022. Over the years, it has become the largest provider of home and community care services across Ontario. VON has always been a pioneer, offering innovative healthcare programs and services such as prenatal education, well-baby clinics, school health services and coordinated home programs. It continues to be a leader and this year VON Canada joined with three other leading home care organizations to present a policy paper to the Ontario government articulating how a partnership between policy makers, funders, providers, and provider organizations could come together to develop the vast potential of the home care sector and ensure that Ontarians are offered the opportunity to age well at home, with appropriate supports the proposal was well received, and the sector received increased funding in the 2023 Ontario budget.

Middlesex-Elgin is the largest VON site, offering a broad range of home and community care services. Our dedicated staff and volunteers are recognized as innovators and leaders within the organization. We continue to offer Innovation Grants to encourage our staff to develop their ideas on how we can improve on the delivery of services. Many of the programs first developed here in Middlesex-Elgin by both staff and volunteers have been adopted system wide by VON.

Our VON volunteers help make a difference in the community by sharing their time and caring for others. A sampling of their roles include:

- **Transportation:** they drive clients to medical appointments, the grocery store, or social activities and programs.
- **Volunteer visiting:** they brighten the day of an isolated senior, physically disabled adult, or person with Alzheimer's or dementia by visiting them in person or virtually.
- **Security checks / reassurance calls:** they provide a supportive and uplifting daily phone call to make sure clients are safe and healthy.
- **Adult day program:** they assist VON staff in organizing and delivering fun and engaging activities for clients.
- **Meals on Wheels:** Deliver hot or frozen meals in the community while providing a friendly check-in, take clients meal orders via phone or help to pack meals for delivery.

We are not without our challenges, one of the largest of which continues to be the recruitment and retention of staff. Another challenge is the disparate systems we rely on. With some health records still paper based and some electronic, it lends to many inefficiencies. In 2022, we embarked on a digital transformation project. We selected a digital health solution that is secure, offers accurate and accessible information and that will help us build and share repeatable processes – saving time, increasing safety, and improving the care we offer. We will all benefit from this digital transformation – our clients and their families will find it easier to be involved in their care, it will support the recruitment and retention of staff, and it will help our organization bring more home and community care to more people in the in the province.

I want to say thank you to the staff and volunteers who make VON Middlesex-Elgin such an incredible organization. We strive to help clients stay healthy, live well, and remain active. Together we make every day as full of meaning and hope as possible.

Howard Shears
Chair, VON Middlesex-Elgin Community Corporation Board

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Our Vision

Every life lived to the fullest.

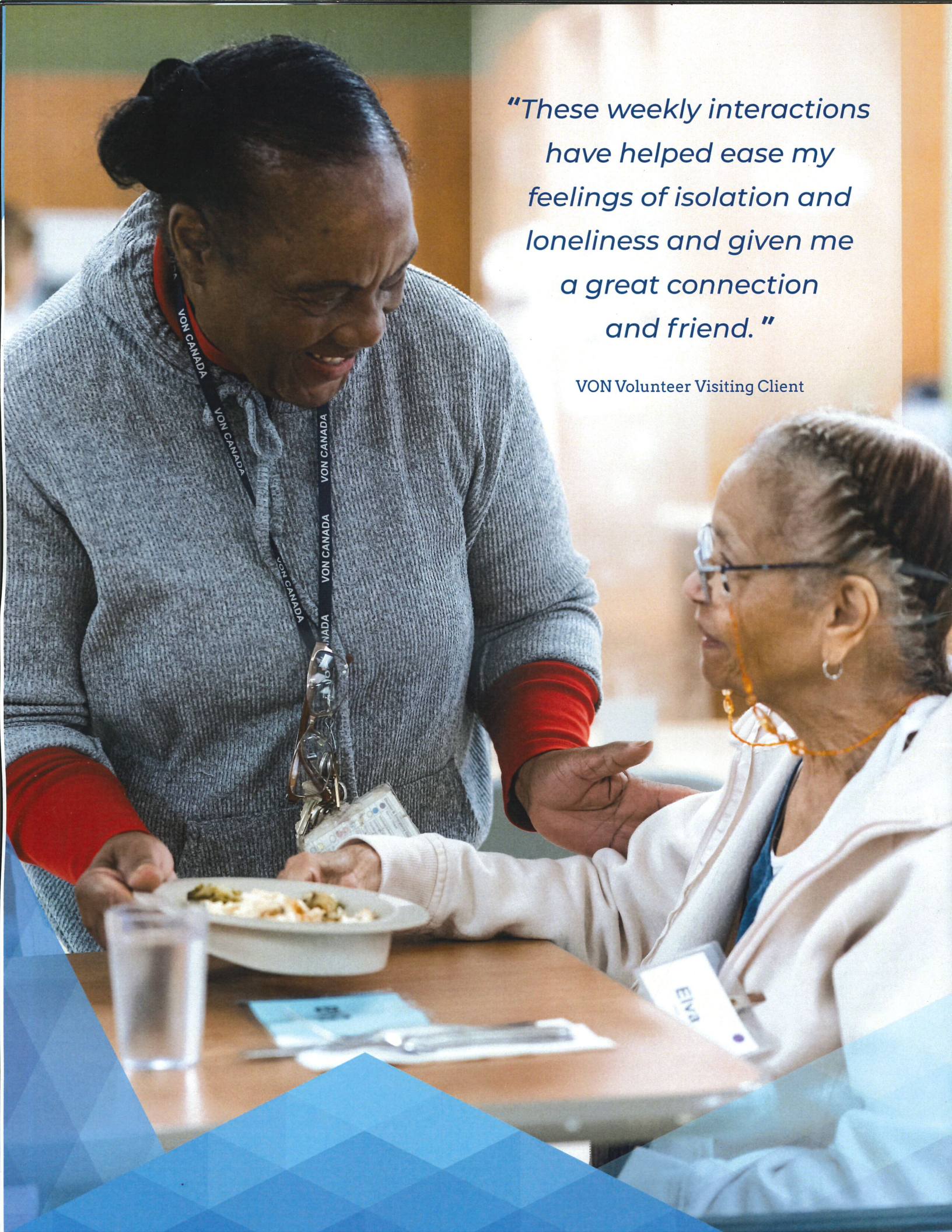
Our Mission

We help people live in their homes and communities by delivering the caring support that they and their families need.

Values

Respect. Compassion. Excellence.





*"These weekly interactions
have helped ease my
feelings of isolation and
loneliness and given me
a great connection
and friend."*

VON Volunteer Visiting Client

Volunteering with VON

2022 was a very hard year for all of us, it was a hard year for me. We were finally able to lift some of the restrictions placed on us because of the pandemic, but nothing could really lift the weight off of me because of some personal things I was going through.

But, I had learned that often isolation is the worst enemy of a broken spirit, so I continued on in my role as a volunteer with the VON Friendly Visiting program. Every Wednesday morning, initially by phone, then finally in person, I met with a wonderful woman who had recently moved to our community.

Every Wednesday I could step out of my misery (I truly can be a real drama queen!) and into her world. Every Wednesday I could visit her, hear about her joys and struggles, her family, her grandchildren, her life before coming to Strathroy. And every Wednesday, for that visit, which initially might be a 30-minute phone call, but over the course of the year became a three-hour visit, I found true joy and could laugh again. That joy filtered into the rest of my day and soon started to filter into the rest of my week.

One day in November, as I was leaving, she said she wakes up Wednesdays and is so happy because she knows I am coming. I could honestly tell her that I felt the same. She didn't know what my year had been like, but in giving of myself I got so much more in return. She didn't know that in a very tangible way it felt like I had my mom back - she had so many similar mannerisms, and gave the same soul filling, super-sized, all-encompassing hugs.

We don't volunteer to resurrect people from our past, or to fill our emotional needs, but our visits gave me a touch of both. On December 13, 2022 I got a phone call, from her son, that she had passed away very suddenly. That is the hardest part of volunteering, because our clients can become our friends.

We don't necessarily have to volunteer with a given society or group, but when we make the conscious choice to volunteer with VON there is a double positive effect - the prospective client is given our time, energy and enthusiasm and we in turn will always be affected and blessed by theirs.

Joyce,
VON Volunteer, 2023



Fundraising & Community Support

For the year ending March 2023, VON Middlesex-Elgin has met, and in many ways, exceeded our financial goals for this past fiscal year, however, fund raising continues to be challenging as the economy struggles to move out of the pandemic and deals with inflationary costs. We have had to compete for gifts and bequests that are targeted by many important and responsible charities. Further, VON Middlesex-Elgin is working closely with VON Canada to help fund VON Connect, which will take our organization into the digital future with respect to patient care.

We are fortunate to have a dedicated family of donors, anchored with a centralized direct mail campaign through VON Canada. Our hard-working staff endeavor to regularly meet with community, corporate, and government donors, in addition to pursuing grant opportunities as they become available.

In an economy that is seeing an ever-increasing rise in costs along with an acute shortage of human resources across the population, we are grateful for the support that we have received.

The VON Trivia Challenge was brought back last fall and while a bit smaller than in the past, was a successful fundraiser as well as an opportunity to connect with the community to highlight the programs and services VON provides to those we serve.

We are looking forward to a revised Activity Challenge in June after restarting this successful event last year. The challenge this year will provide an opportunity to highlight some of the VON community services through staging the largest SMART exercise class, in addition to an accessible trail walk, scavenger hunt, and community BBQ. The Activity Challenge is open to anyone of any age and ability and we look forward to many of our community partners joining us to reach our exciting goal.

The Ailsa Craig breakfast is on again for June 4th, and we always look forward to that special event. We are so grateful for the support of the local community and the dedication of an amazing volunteer team who put their heart and soul into this event on behalf of local VON services.



The board was able to re-purpose certain funds near the end of the fiscal year to facilitate the purchase of a new accessible vehicle for Middlesex Elgin VON, demonstrating the ongoing need for client safety.

After considerable lobbying by VON Canada, and the Community Relations and Advocacy Committee, we saw promises of change by the provincial government with respect to home health care funding over the next budget period.



We look forward to the future with confidence, recognizing the challenges and knowing that VON Middlesex-Elgin will continue to meet the needs of our clients, patients and families.

To paraphrase our board President "These generous contributions reflect the devotion of the Middlesex Elgin community to ensure that programs and supports are in place to help people "Live every day to the fullest".

*Ron Elliott,
Fund Development Committee Chair*



Community Health Impact

45,970		Nursing Visits
84,315		Shift Nursing Hours
270,585		Home support Hours
26,647		Assisted Living Hours
38,773		Meals on Wheels Provided
31,197		OSNP Students Served
14,591		Home Help Visits
2,196		Caregiver Support Hours
1,177		Family Support Clients Served
3,245		Adult Day Program Visits
34,793		Safety Checks
18,310		Transportation Rides
44,659		SMART™ Exercise Classes
785		Volunteers
21,322		Volunteer Hours

"Our lives have been drastically changed due to the supports provided by VON."

VON Caregiver Support Client



Financial Report

(April 1, 2022-March 31, 2023)

Revenue

Fundraising	\$222,204
Donations & Grants	\$317,720
Investment and Other Income	\$27,166
Rental Income	\$101,000
Realized gain/loss on sale of investments	\$(12,461)
Unrealized (paper) gain investments	\$(54,754)
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	\$600,875

Expenses

Operational Expenses	\$173,270
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Net Available for VON Programs	\$427,605

**Note: Disbursements to local VON and VON Canada programs and services supported by the Community Corporation totalled \$551,055. (\$562,799- 2021)*

***Full audited financial statements and report are available upon request.*





Family Giving Donors

Our employee donors go above and beyond their day to day work by investing in the clients and programs they are closely connected to by making a bi-weekly donation to VON Middlesex-Elgin.

Thank you for all you do!

Jennifer Besley
Annette Bishop
Kerry Blackwell
Mary Brandeau
Ellen Cannon
Christyl Carr
Doris Davis
Eiko Dickson
Shelley Finlay
Marilyn Graves-Santin
Sonia Greig
Sherry Groulx
Kimberly Hardman
Ellen Kulbaba
Penelope Lycett
Kristi McDonald
Jo-Ann McLinchey
Laban Ndungu
Joanne Oldham
Linda Rawlinson
Amalia Rodriguez
Susan Rumble
Connie Stiff
Debbie Strik
Maria Tafaj
Cathy Talbot
Telly Tatuil
Nancy Tetlock
Costela Totolici
Angela Tusch
Dee-Ann Vickers
Kara Walls
Rose Young

VON Middlesex-Elgin Donors of Distinction

Our donors of distinction have generously committed to donations above \$1,000. We recognize your vision and passion to making a difference in our community. **Thank you!**

\$1,000 - \$2,499

Armo-Tool Ltd.
Arva Grain Corp
Axiom Mutual Insurance
Company
Ms. Yvonne Beldman
Mrs. Joy Bevan
Mrs. Kerry Blackwell
Ms. Christine Bowie
Ms. Alice Brona
Mrs. Jan E. Brown
Mr. Don & Mrs. Mary Burgess
City of London Charity
Chest Committee
Mr. James Clark
Mr. Ken Clark
Doug Tarry Ltd
Mr. Allan Drewlo
Mr. Ronald J Elliott
Mrs. Elizabeth Flavell
Mr. and Mrs. Terence Fletcher
Mrs. Louise & Mr. Ronald
Gerhold
Mr. Gerald Hanley
Ms. Ann Marie Harding
Prof. John Haywood-Farmer
Infinity Telecentre Inc
Mr. Peter G. Jordan
Kinsmen Club of Dorchester
& Area
Knights of Columbus Bingo
Amy K. Lee
Lions Club of Parkhill
Lovers at Work Office Furniture
Mr. John McGonigle
Mr. Duncan McTavish
Mr. Ron Mikula
MNP LLP

\$1,000 - \$2,499 con't

Mrs. Marion G Moffatt
Dr. Carole Orchard
Poplar Hill & District Lions Club
Mrs. Elizabeth Porter
Mr. Carmen Rainone and
Mrs. Evelyn Nash
Seasons Retirement
Community (St Thomas LP)
Mr. Brian A Shaw
Mr. Howard Shears
Mr. Naresh Singh
Talbot Trail Optimists Club
Mr. Martin Van Bommel
Mrs. Ann Vandenbosch

\$2,500 - \$4,999

Ms. Wilma Armstrong
Estate of Marianne Barrie
Ms. Brenda M Callaghan
County of Elgin
Barbara and John Cronyn Fund
Dr. Gavin & Mrs. Bea Hamilton
London Community Foundation
Middlesex Egg Farmers
of Ontario
Mr. William Ross
Mr. Robert Simpson
Southside Group
Ms. Cynthia Vinthers

\$5,000 - \$9,999

Donnybrook Legion
Poppy Fund
Ailsa Craig VON Country
Breakfast

\$10,000 - \$19,999

Ironstone Building
Company Inc.
Lifeline of Canada Holdings Ltd.
Lucan District Lions Club
Mrs. Sandra Pearson
Woco Foundation
\$20,000 - \$50,000
Barrie Family Community Fund
County of Middlesex
Yurek Pharmacy & Home Health

\$50,000 - \$74,999

Wilf and Jean Bell Foundation

\$120,000 +

Estate of Sheila Maureen Blann
Ontario Trillium Foundation



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Charitable Registration # 13750 8057 RR0001